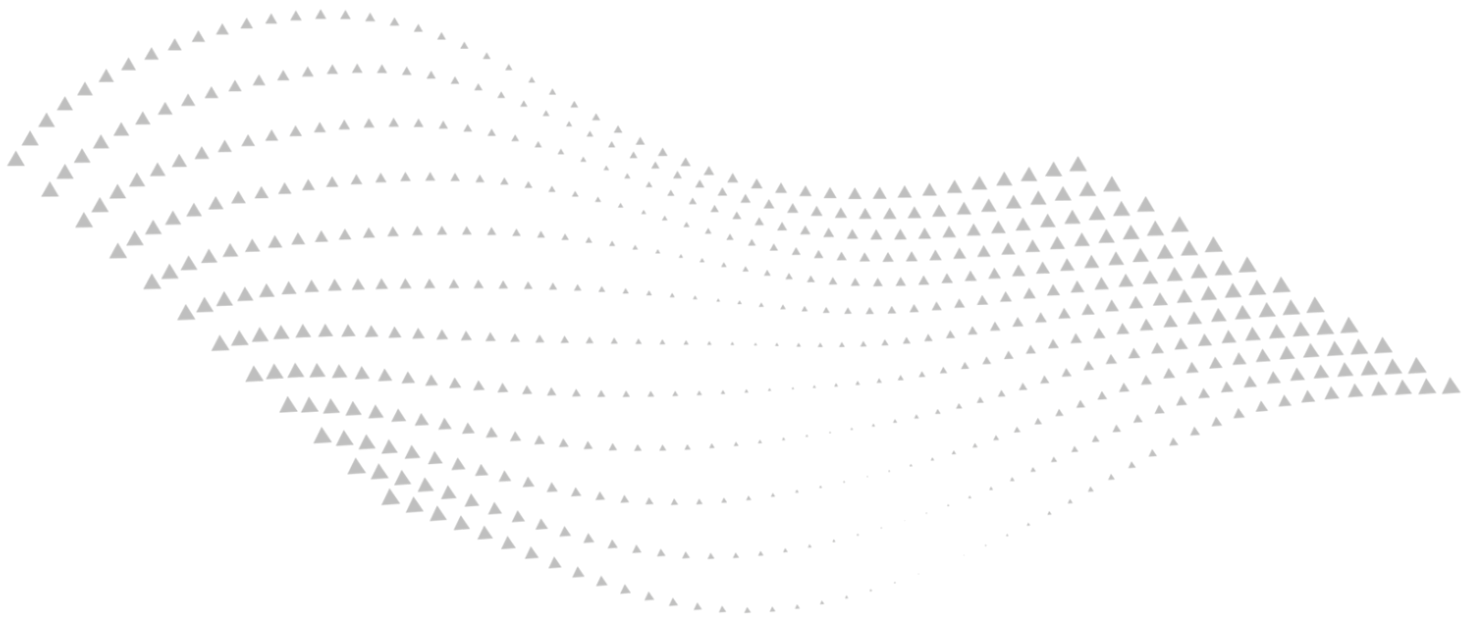


BIMM
UNIVERSITY

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External Examiners' Handbook



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1. Applicability

- 1.1 This External Examiner handbook applies to External Examiners for all provision leading to a BIMM Award – this includes provision delivered at BIMM University UK, Irish and German music colleges, ICTheatre, Performers' College and Screen and Film School (collectively referred to as “the University”) as well as its franchise partners.

2. The Structure of the External Examiner System

- 2.1 The University's curriculum is modular – academic courses are made up of combinations of modules, which may operate across more than one course. A course may lead directly to an award or may combine with one or more other courses to make up an award.
- 2.2 The framework of external examining reflects the structure of the modular course. All of the University's Higher Education (HE) provision is overseen by External Examiners (EEs) who are qualified, experienced and enabled to monitor the assessment processes for fairness and academic standards.
- 2.3 EEs are recommended by the Quality Assurance & Compliance Committee (QACC) and approved by the Academic Board. In order to carry out their duties, EEs have access to a range of evidence, including marked student work, and attend the relevant Exam Boards. EEs report annually to the Chair of Academic Board on the academic standards of modules and courses and on the validity of the awards granted to students. EE reports are received by a variety of academic staff and University committees and their recommendations for improvement lead to actions which are monitored through the University's quality assurance and academic review processes.

3. The Purpose and Role of External Examiners

- 3.1 The University is committed to ensuring that fairness is applied to each individual student and that the standard of awards and award elements are maintained in comparison with those elsewhere in the UK education system.
- 3.2 The University will enable EEs to perform the function of independent reviewers of the assessment process for the purpose of expressing an opinion as to the accuracy, comparability of standards (internally and externally), compliance with regulations and the fairness of the output from that process.
- 3.3 The key duties of EEs include:
- reporting on whether the standards set are appropriate for the University's awards or award elements, by reference to published national subject benchmarks, the Framework for Higher Education Qualifications (FHEQ), course specifications and other relevant information.
 - reporting on the standards of student performance on courses (or parts thereof) which they have been appointed to examine and on the comparability of the standards with those of similar courses (or parts thereof) in other UK HE institutions.
 - reporting on the extent to which processes for assessment, examination and the determination of awards are rigorous, ensure equity of treatment for students and have been fairly conducted in accordance with the University's regulations and policies, as demonstrated by reviewing from a sample of assessed work.
 - reporting on whether the assessment processes measure student achievement rigorously and

fairly against the intended learning outcomes and enable students to demonstrate the achievement of those learning outcomes.

- reporting on the appropriateness of the published marking criteria and to scrutinise and approve draft examination papers and assessment briefs for large-weighted assessments, where appropriate.
- confirming that the marking and internal moderation processes have been conducted appropriately, based on a sample of assessed work provided, and that these are in line with the University's assessment regulations.
- being full member of and attending the main meeting of the Award/Progress Board as requested by the University, and to ensure Exam Boards are conducted according to approved processes. At least one EE must also attend the Retrievals Award/Progress Board.
- signing a statement of compliance to confirm that the University's assessment regulations and policies have been complied with. This should be completed at the end of the Award/Progress Board.
- commenting on proposed curriculum changes and/or changes to assessment methods.
- raising any causes for concern in relation to academic standards at the earliest available opportunity.
- submitting an annual report to the University's Head of Quality Assurance and a final report at the end of tenure, each of which provides detailed feedback on both the individual modules being examined in each college and on the course/collection of modules as a whole.
- visiting at least one college each academic year (in addition to attending the Award/ Progress Board) to meet with the course delivery team and students in order to assist in understanding the context of the academic provision, gain a general impression of student ability, and obtain feedback on the student experience.
- abiding by the requirements of EEs, as laid out in this EE Handbook.

3.4 The remit of an EE may cover one or more courses or cohorts and, depending on the requirements of a particular subject or course, EEs may be called upon to undertake the observation of practical assessments.

3.5 In addition, EEs may be asked, at their discretion, to play an advisory or developmental role, for example in module or course development or in preparation for periodic reviews.

3.6 In order to carry out their duties, EEs have freedom in three dimensions:

- **Operational independence** - freedom to determine what work is necessary for them to carry out their duties effectively.
- **Investigative independence** - freedom to carry out the work so determined. This entails access to all relevant assessment documentation and the right to request additional information from any relevant persons.
- **Reporting independence** - freedom to express their opinion. This entails having the right to receive adequate notice of and to attend and be heard at any meeting concerned with deciding assessment outcomes.

- 3.7 Full information about assessments must be made available to EEs, including:
- Module Guides.
 - Assessment tasks.
 - Assessment criteria.
 - Marking schemes.
 - Moderation documents.
- 3.8 In addition, relevant contextual information, such as module evaluations and annual reports at module or course level, may assist the EEs in carrying out their role.
- 3.9 To enable an EE to express an opinion on the outcomes of assessment, evidence should be gathered from the assessment process to demonstrate that the internal controls designed to assure accuracy, comparability and fairness of the assessment processes are operating effectively. EEs will have access to the same sample of assessments and statistical data that will have been reviewed as part of the internal moderation process. They will also have access to the internal Moderator's decision and any comments made. This ensures that evidence is provided which confirms that marking, feedback and moderation have been completed.
- 3.10 The direct powers of EEs are limited to reporting their opinion. No EE has the power to individually or unilaterally amend assessment requirements, marks, grades or classification of awards, although their advice is sought by internal examiners and Exam Boards and may normally be acted on in this regard.

4. Courses with Multiple External Examiners

- 4.1 For courses with larger cohorts and/or large numbers of modules delivered across several Colleges, multiple EEs will be appointed. On such courses, each EE will be assigned a specific set of modules across all Colleges in which they are delivered. EEs will be responsible for writing a report based on modules covered for submission to the University and for attending Exam Boards as requested. Separate EE reports covering the same course will be shared with all EEs with responsibility for that course to help provide a more holistic view thereof.

5. Nomination, selection, appointment, extension & termination of tenure

Ees must be independent of the University and must be competent to express an opinion on the matters charged to their consideration.

5.1 General Regulations

The general regulations for the appointment of EEs at the University are as outlined below. These regulations are based on the recommendations of the Universities UK (UUK) report, 'Review of external examining arrangements in universities and colleges in the UK' published in April 2011, Advance HE's 'Fundamentals of External Examining' (2019), and the advice and guidance relating to 'External Expertise' within the Quality Assurance Agency (QAA) UK Quality Code for Higher Education.

- a) There will be at least one EE for each course/subject area. More than one EE may be appointed for subjects or courses where the quantity of modules or the subject range of work exceeds the range or workload of a single EE.
- b) An EE must:
 - Be appropriately experienced in the field of study and qualified at least to the level of the course to be examined, and preferably above that level.

- Be fluent in written and spoken English.
 - Prove their right to work in the UK, prior to the issue of a service agreement (see section 10 of this EE Handbook for further information).
- c) An EE should have no direct interest or ties to the University or its staff, courses, or students. To avoid potential conflicts of interest, EEs should not be selected if any of the following categories apply:
- Anyone with a close professional, contractual or personal relationship with a member of staff or student involved with the course.
 - Anyone who is an examiner on a cognate course in the University.
 - Anyone closely associated with the sponsorship of students on the course.
 - Anyone closely associated with placements or training.
 - Anyone required to assess colleagues who are recruited as students to the course.
 - Anyone who is, or knows they will be, in a position to influence significantly the future of students on the course.
 - Anyone significantly involved in recent or current substantive collaborative research activities with a member of staff closely involved in the delivery, management or assessment of the course.
- d) EEs should normally hold no more than two EE appointments at any one time.
- e) There should not be more than one EE from the same faculty/department within another HE Institution appointed at any one time.
- f) There should be no reciprocal examining arrangements between the University and the same subject or course within the EE's employing organisation, save in exceptional circumstances and at the discretion of the Academic Board. These circumstances may include, for example, emergency cover or a proven shortage of specialists in the curriculum area. Any reciprocal arrangements will be for a limited time as defined by the Academic Board.
- g) An EE may not be replaced by another from the same institution unless the EE has not completed the term of office. In this case, a replacement from the same institution would only be appointed for the remainder of the original term of office, or, in exceptional circumstances, where the curriculum area to be examined is highly specialised.
- h) The University should not accept applications where the proposed EE is from a partner institution.
- i) Retirees can be considered, provided they have sufficient evidence of continuing involvement in the academic area, depending on the time elapsed since their retirement.
- j) Once appointed, the University should make clear to EEs what their duties and obligations are, including those relating to attendance and feedback, as well as any legal obligations. EEs will also be provided with access to the University's Academic Framework and updated Regulations, along with details of any changes made on an annual basis.
- k) Once appointed, EEs must inform the University immediately of any change in employment status or of any new roles with other educational institutions.
- l) The duration of an EE's appointment will normally be four years, with a possible exceptional extension of one year. The expectation is that all EE appointments will end after four years unless there is a very strong rationale for extension. Further details on the criteria for extensions can be found below.

- m) An EE may be re-appointed in exceptional circumstances, but only after a period of four years has elapsed since the end of their last appointment at the University.
- n) The appointment of an EE can be terminated by the University if they fail to fulfil their obligations, normally subject to two months' notice. Such a termination must be approved by Academic Board.
- o) Former staff and students of the University can only be appointed as EEs for the University after a period of not less than four years has passed since leaving.

5.2 Criteria for appointment

5.2.1 QACC will consider the extent to which the proposed appointee has:

- The right to work in the United Kingdom.
- Qualifications of at least the level of the awards to be externally examined.
- Proven expertise in the curriculum area to be externally examined.
- Evidence of scholarship/research/consultancy related to the awards to be externally examined.
- Experience of teaching and assessing in HE at the levels to be externally examined.
- Understanding of quality and standards in other HE institutions.

5.2.2 In reaching a decision, QACC will take into account the balance of experience and expertise of the existing EE team, as well as the degree of induction and support to be offered. Academic appointees must demonstrate they meet the above criteria.

5.3 Practice externals

5.3.1 Where an EE has industry/practice expertise but limited experience of teaching at the required standard, i.e., they do not meet all of the above criteria, they must be supported in their role by academic external(s) covering the same curriculum.

5.3.2 In circumstances where the academic appointee is not qualified to the level above that of the award, the Chair of QACC should produce a detailed rationale for Academic Board to confirm the appointment, demonstrating how the EE is able to carry out the key functions:

- To make a judgement about the setting and maintenance of standards;
- Calibration of student performance between the University and other institutions.

5.3.3 Examples could include:

- That the EE is teaching at the higher level and has relevant experience of graduate expectations.
- Evidence of on-going scholarly activity.
- Evidence of studying towards a higher-level qualification.
- Evidence of engagement at other institutions.
- Evidence of knowledge of the scope of the HE system.
- Evidence that the EE is a professional within the field.

5.3.4 If a proposed EE does not meet the above criteria and cannot demonstrate that they are able to carry out the key functions via exceptional circumstances, they will not be appointed as an EE at the University.

5.4 Criteria for extension of duties and/or extension of tenure

5.4.1 Where appropriate, proposed alterations to the contract will be negotiated by mutual agreement. Any major changes, such as the move to other courses or major extensions of duties, must be formally notified to QACC and Academic Board for approval. Minor changes (e.g., to sampling arrangements, module allocation, etc.) may be made by agreement between the University and EE and recorded in the External Examiner Annual Agreement (EEAA).

5.4.2 The expectation is that all EE appointments will end after four years. An application for extension to a fifth year should be exceptional, made for sound academic or quality reasons and in response to circumstances that could not be foreseen. Examples of such circumstances could include:

- Resignation of another EE and the need to cover duties for a limited time.
- Overseeing the teach-out of a course.
- Allowing a period of mentoring for an incoming appointment.
- For the avoidance of reciprocal external examining.

5.5 Criteria for termination of contract

5.5.1 An appointment may be terminated by either party, normally subject to two months' notice. The University's decision to terminate a contract early will be made by Academic Board on the advice of QACC and informed by the views of the Heads of Education.

5.5.2 The decision to terminate may be based on one or more of a number of factors, including:

- Changes to the curriculum/discontinuation of courses.
- Failure to carry out duties in accordance with the contract and EE Annual Agreement.
- Conflict of interest through changed circumstances.
- Evidence that the EE's application/CV was inaccurate.
- Evidence that the EE does not have the right to work in the UK.
- Evidence that the External Examiner's judgement/reporting are insufficiently thorough, critical or objective.

5.5.3 The University, through the Quality Assurance team, will maintain a central register of appointments and periods of tenure.

6 The responsibilities of the Quality Assurance Team

6.1 The overall responsibility of the Quality Assurance Team at the University includes the appropriately timed provision of sufficient information to enable the EEs to fulfil their role.

6.1 The Head of Quality Assurance will ensure that the EE is briefed about the role in relation to the University, as well as the subject area in which the Course/Modules are located and the contribution of the modules to the institution's courses and awards

6.2 In addition, there must be an External Examiner Annual Agreement (EEAA) between an EE and the University. An EEAA will be provided for each individual EE by the Head of Quality Assurance, specifying the duties regarding module allocation, sampling periods and dates of Exam Boards **before 31st October in each academic year**. If an EE is appointed in-year, their

EEAA should be provided within one month of appointment.

7 Exams Boards

- 7.1 In order to exercise the expectations outlined in section 3, EEs are required to review a sample of student work from each instance of a module (details of which are outlined in the EEAA) prior to the module boards each Semester (unless the course the EE reviews is “long-thin” (assessed at the end of an Academic Year)).
- 7.2 The University will aim to have samples ready to EEs around days prior to the relevant module board and make these dates available to EEs in their EEAA.
- 7.3 EEs are required to complete a Module Board Feedback Form each semester – this will be provided to EEs at the start of the Academic Year and will be pre-populated with all instances of their modules. EEs will be expected to provide a comment on each instance of each module, and submission of the completed form will assure the University that the EE has approved the marks to be presented to the relevant progress / award board.

8 EE Annual Report

- 8.1 EEs are required to submit an annual report to the Head of Quality Assurance on the conduct of the assessments concluded and on issues related to assessment. The purpose of the report is to enable QACC to judge whether the subjects or courses are meeting their stated objectives and to make any necessary improvements, either immediately or at the next review of the subject or course, as appropriate.
- 8.2 At the end of their tenure, an EE will be required to comment on the period of their appointment as a whole in their final Annual Report. EE reports should comply with the University's most current template and guidance for reporting, and EEs are asked to submit their report electronically to externalexaminers@bimm.co.uk. The Head of Quality Assurance will then ensure that the report is distributed to the appropriate members of University staff.
- 8.3 The Head of Quality Assurance, as Chair of QACC, is responsible for ensuring that the reports of EEs are received, formally considered and that, where necessary, appropriate action is taken.
- 8.4 In all cases where the University receives an annual report from an EE, the EE must be informed in writing that the report has been received and considered and that relevant actions have been or will be taken. Prior to this response, the relevant Heads of Education and Course Leaders will be consulted, as well as any Academic Partnership staff where appropriate.
- 8.5 The Head of Quality Assurance will ensure that all External Examiner Reports are presented to QACC for consideration each academic year and will be considered at internal review and audit events.
- 8.6 The Head of Quality Assurance will also ensure that a summary of EE Reports is submitted to Academic Board for consideration and shared with all current EEs of the University.

9 Procedures for dealing with complaints by External Examiners

- 9.1 Any EE has the authority to report directly to the Chair of Academic Board, in confidence, where there are any concerns about standards and performance, or about issues of overarching

importance that concern them which may not easily be expressed in their report – particularly if it is considered that assessments are being conducted in a way that jeopardises either the fair treatment of individual students or the standards of the University awards. This can be done by separate letter or email.

- 9.2 As a general principle, an attempt should be made to resolve the complaint through dialogue before entering a formal phase. If the complaint cannot be resolved informally to the EE's satisfaction, then the matter will be referred to the Head of Quality Assurance, who will act to resolve the complaint.
- 9.3 If the complaint involves the Quality Assurance team, it will be investigated by a member of the University's Executive Management Team and the resolution will be reported to the Chair of Academic Board; otherwise, the Head of Quality Assurance will investigate and report to the Chair of Academic Board.
- 9.4 If an EE is not satisfied with the outcome of internal University procedures to investigate a concern they have raised, they are entitled to pursue the matter outside of the University via the QAA Causes for Concern scheme. Further information on the QAA's Concern Scheme can be found [here](#) on the QAA website.

10 Fees

- 10.1 The University annually reviews EE workloads and agrees fees as set out below. Where a module is delivered in multiple colleges, this is reflected in the fee structure to allow for potential differences in delivery or assessment methods, and EEs are expected to comment individually on each one in their report.
- 10.2 A basic fee of £250 will be paid to each undergraduate or postgraduate EE per annum. A workload fee of £35 per module (either UG or PG) and £25 for each additional instance of that module will be paid to reflect the workload allocated to the EE. The workload fee will vary depending on the number of modules that the External Examiner is appointed to and the number of colleges in which those modules are delivered.
- 10.3 For example, an EE who is assigned 5 modules in a single college will receive £425 (£250 + (5x £35)) and an EE who is assigned 5 modules in 2 colleges will receive £550 (£250 + (5x £35) + (5x £25)).
- 10.4 An extra £100 fee is paid to EEs who attend the Retrievals Board in addition to the Award/Progress Board, where requested to do so.
- 10.5 The University will review these fees regularly to ensure that they remain comparable to other HEIs.
- 10.6 Once the EE report has been received by the Quality Assurance team and, provided that an EE has already completed the Proof of Right to Work process (as laid out in Section 10) and returned a signed Annual Agreement, their fee payment will be authorised. EEs will be notified by the Quality Assurance Team when their payment will be processed.

11 Expenses

- 11.1 Subsistence: EEs will be reimbursed for the cost of meals incurred whilst carrying out their duties, in keeping with these agreed rates:

- Breakfast – total cost should not exceed £10 (where separate to inclusive hotel booking).
- Lunch Meal – total cost should not exceed £15 and cannot include an alcoholic drink.
- Evening Meal – total cost should not exceed £25, which may include one alcoholic drink.
- Rail Travel: EEs will be reimbursed for the cost of rail travel at the standard-class rail fare only.
- Taxi Travel: EEs will be reimbursed for the cost of taxi travel in either direction between an EE's home address and departure station and/or between the destination station and BIMM College or location of accommodation.
- Mileage: EEs will be reimbursed for the cost of car travel at the rate of 45p per mile (up to a maximum of 500 miles per annum).
- Accommodation: where an overnight stay is required prior to attendance at an Award/Progress Board, BIMM will arrange this on behalf of EEs where requested. Please note that this will not include hotel parking where charged as an add-on.
- All travel expenses are assumed to be based on the home address provided by the EE upon appointment, unless agreed in advance.

- 11.2 Receipts are required for all expenses, except for mileage (for which journey details from the AA/Google maps or similar website must be provided) and must be accompanied by a completed invoice (template available on request). Debit/credit card receipts alone cannot be accepted. Any expenses claimed without corresponding receipts will not be approved for payment.
- 11.3 Expenses claims should be submitted to qualityassurance@bimm.co.uk and will normally be paid within one month of submission of a claim.

12 Proof of right to work in the UK

- 12.1 In order to comply with the Nationality, Immigration and Asylum Act 2006, EEs must supply original documentation to the University proving that they have a right to work in the United Kingdom. This requirement applies to all individuals, whether a UK national or otherwise, and the documentation will be retained for the duration of tenure.
- 12.2 The University is fully committed to upholding the principles laid out in the Data Protection Act 2018. The University's Data Protection Policy is available on our website. An EE's personal information will be held and used in accordance with the Act and the aforementioned policy.
- 12.3 If an EE is currently employed by another Institute in the United Kingdom, they may submit a certified photocopy of one of the items in the list below. The photocopy **must** be signed by a senior member of staff (e.g. Head of School, Dean of Faculty, Registrar, Pro Vice-Chancellor, Deputy Vice-Chancellor, Vice-Chancellor) at the home institution and include the following details:
- The statement: 'I confirm that this is a true and accurate copy of the original document.'
 - Name
 - Signature
 - Job Title
 - Department
 - Institution
 - Date

The copy should be on headed paper or accompanied by a compliments slip which must be signed by the verifier. Photocopies of passports must include a copy of the front cover, which must also be signed in accordance with the instructions above.

12.4 If an EE is not currently employed by another Institute in the United Kingdom, they must provide **one** of the original documents listed below:

- A passport showing that they are a citizen of the United Kingdom.
- A passport or national identity card showing they are a national of the European Economic Area or Switzerland.
- A passport or other travel document endorsed to show they are exempt from immigration control, have leave to stay indefinitely in the United Kingdom, have the right of abode in the United Kingdom, or have no time limit on their stay in the United Kingdom.
- A passport or travel document endorsed to show they are allowed to stay in the United Kingdom and are allowed to do the type of work in question, provided that it does not require the issue of a work permit.
- A work permit or other approval to take employment issued by the Home Office or the UK Border Agency **when produced in combination with** either a passport or another travel document endorsed to show they are allowed to stay in the United Kingdom and are allowed to do the work in question, or a letter issued by the Home Office or the UK Border Agency to them or the University confirming the same.
- A full birth certificate or adoption certificate issued in the United Kingdom, together with an official document issued by a previous employer or Government agency confirming their name and national insurance number.

Please note that EEs will be unable to undertake any type of work with the University until we have received the appropriate documents confirming their right to work in the UK.