

## External Examiners - Frequently Asked Questions

### Mentoring

**Q. Who is my mentor?**

A. Only External Examiners without prior external examining experience require a mentor. You should receive details of your mentor from the Field Leader, at the School/Faculty level induction meeting.

### Documentation

**Q. Where can I get a copy of the Guidance notes 'Rights and Responsibilities of External Examiners'?**

A. A copy of the 'Rights and Responsibilities of External Examiners' can be accessed using the following link: [www.kingston.ac.uk/externalexam](http://www.kingston.ac.uk/externalexam)

**Q. What programmes am I responsible for? Which modules will I audit?**

A. Details of the programme(s)/subject area are contained in your appointment letter and details of the modules will be provided by the field team.

**Q. Where do I get a programme specification/module descriptors?**

A. Your programme specification(s)/module descriptors are available on CANVAS, the University's Virtual Learning Environment. They can also be accessed via the University's file storage system BOX. Please note that you should be notified of any subsequent changes to the programme and/or modules by the field leader.

**Q. How do I access CANVAS and BOX?**

A. You will receive an email from the respective module leaders when they have added you to CANVAS and BOX.

**Q. When will draft assessment briefs (exam papers/coursework briefs) be available for comment?**

A. The field leader will provide a schedule of dates, at the Department/School level induction meeting

**Q. When will I have access to samples of student work to audit?**

A. A schedule of work will be agreed with you, at the Department/School level induction meeting. Samples of student work will either be made available via Canvas/BOX or on site prior to the assessment board.

**Q. Who liaises with me regarding the audit of student work?**

A. The field leader will provide the name of the contact within the School/Faculty.

**Q. How many visits do I need to make to the University?**

A. Normally a minimum of 2 visits per year but there may be more than two visits – e.g. where there is more than one intake of students/end of year show. **Please note that External Examiners are required to attend Assessment Board(s) meetings for the programme/modules for which they have responsibility.**

**Q. Who will inform me of the dates of the assessment board(s)?**

A. The Faculty student office will inform you of the dates of the assessment boards but you can also seek confirmation at the Department/School level induction meeting.

**Q. Who arranges hotel accommodation the night before the assessment board, if required?**

A. The Faculty student office. Please ensure that you email the member of staff who made the booking, at least 48 hours in advance, if you no longer require a hotel.

## Reports

**Q. How do I access the University's report form?**

A. The University's on-line report form can **only** be accessed using the following link: [www.kingston.ac.uk/externalexam](http://www.kingston.ac.uk/externalexam) Each external examiner will be given a unique username and password to access his/her individual report form (s). Please contact [extexam@kingston.ac.uk](mailto:extexam@kingston.ac.uk) if you have any queries regarding the report form.

## Browser issues when completing the report form

**Q. I am not able to click the tick boxes in the report form. Nothing happens. What is wrong?**

A. Make sure your JavaScript is enabled. If you are unable to turn it on, please try a different browser like Google Chrome or Mozilla Firefox. Or try this website for further information. "[How to enable Javascript in your browser](#)"

**Q. When do I submit my report?**

A. The University requires your annual report to be submitted within one month of the assessment board (**Undergraduate assessment boards take place in June. Postgraduate assessment boards, for taught modules, normally take place in June and for dissertations, in the autumn. Examiners appointed to postgraduate programmes must wait to submit their reports, until after he/she has audited the dissertations in the Autumn.**)

**Q. Who sees my completed report?**

A. Your completed report will be initially read by the Assistant Registrar responsible for External Examiners. The report will then be sent to the Field Leader, Head of School/ Department and Associate Dean of Faculty. Please note, any current student can request a copy of their relevant external examiner's report and response.

**Q. Will I receive a written response to my report?**

A. Yes, all examiners receive a written response, following consideration of your report by the field team.

**Q. What happens if I am contacted by a student?**

A. Do not enter into any dialogue and refer to [extexam@kingston.ac.uk](mailto:extexam@kingston.ac.uk) or telephone the Quality Assurance and Enhancement (QAE) section on 0208 417 3084. Please note all students are informed that they are not allowed to contact external examiners.

**Q. What do I do if I have a serious concern?**

A. If an external examiner's report highlights any issues of serious concern, QAE will alert the Academic Registrar and Pro Vice-Chancellor (Learning & Teaching) and write to the Faculty requesting a draft response to the external examiner for approval by the Pro Vice-Chancellor (Learning & Teaching). If necessary, a separate letter will also be sent to the external examiner from the Pro Vice-Chancellor (Learning & Teaching). The external examiner will be notified of this process.

If an external examiner is not satisfied with the outcome of internal University procedures to investigate a concern he/she has raised, the External Examiner is entitled to raise the issue with QAA via the QAA Concerns Scheme. Further information on the Scheme can be found on the QAA website at:

<https://www.qaa.ac.uk/docs/qaa/guidance/qaa-concerns-scheme.pdf>

## **Fees and Expenses**

**Q. What is the annual fee?**

A. Your annual fee is stated on your appointment letter. External Examiners who are required to attend the University for three or more visits, per appointment (not including Induction Day), will also receive an additional £150 subject to confirmation from the respective Faculty.

**Q. Who will process my claim for my fee and travel expenses?**

A. The Quality Assurance and Enhancement section processes your fee and expenses. Please email [extexam@kingston.ac.uk](mailto:extexam@kingston.ac.uk) if you have any queries about fees/expenses

**Q. Where do I get an expenses claim form?**

A. A claim form can be downloaded from [www.kingston.ac.uk/externalexam](http://www.kingston.ac.uk/externalexam). All claims for expenses must be supported by receipts.

**Q. When do I claim my expenses?**

A. Expenses should be submitted as and when they are incurred. Please ensure that the claim form and receipts are either emailed to [extexam@kingston.ac.uk](mailto:extexam@kingston.ac.uk) or sent to the Quality Assurance and Enhancement section (the address can be found on page 2 of the claim form). Claims received by the first Thursday of the month will be paid on the last Thursday of that month. Claims received after the first Thursday of the month will be paid the following month.

**Q. When do I claim my annual fee?**

A. The fee is automatically processed following receipt of your completed on-line report(s).

**Q. Where can I find guidance on travel and subsistence expenses?**

A. Guidance on expenses is detailed in your appointment letter but details can also be found on the second page of the claim form using the following link:  
[www.kingston.ac.uk/externalexam](http://www.kingston.ac.uk/externalexam)

**Q. Where can I access my payslip and/or P60?**

A. Payslips and P60s are available on Unified, the University's HR/Finance system  
<https://unified.kingston.ac.uk>

## Directions

**Q. How do I get to the different campuses of the University?**

A. Directions can be found on the Kingston University website using the following link:  
<http://www.kingston.ac.uk/aboutkingstonuniversity/location/howtofindus/>

## Resignation

**Q. I need to resign, what do I do?**

A. An External Examiner who wishes to resign should give three months' notice in writing to the Head of Department and the Quality Assurance and Enhancement Section [extexam@kingston.ac.uk](mailto:extexam@kingston.ac.uk). The notice should state when the resignation will take effect and the examiner's reason for resigning eg personal circumstances/work commitments etc.

## External Source of guidance

**Q. Where can I find external sources of guidance on external examining?**

A. A recommended external source of guidance is the UK Quality Code for Higher Education  
<https://www.qaa.ac.uk/en/quality-code/advice-and-guidance/external-expertise>

A. Another recommended external source of guidance is the Higher Education Academy's Handbook on External Examining which contains useful information together with case studies that illustrate some of the scenarios that can arise when carrying out the duties of an external examiner  
<http://www.heacademy.ac.uk/external-examining>