

8. External Examiners' Reports

8.1 The External Examiner's report is a key document in the quality assurance process.

8.2 Submission of reports

8.2.1 "The External Examiner will fill in and sign the External Examiner's Report and submit same to the Vice-Chancellor preferably before he/she leaves; otherwise, the External Examiner's Report must be submitted within one week of the Board of Examiners meeting."

8.2.2 In their report, the External Examiner is asked to provide comments in respect of the various headings:

- (a) The assessment standards in relation to comparable courses in other institutions;
- (b) The strengths and weaknesses of the cohort of students being externally assessed;
- (c) The standards of the structure, organisation, design and marking of all examination papers and other forms of assessment;
- (d) The quality of the teaching, curriculum, syllabuses and resources of the course;
- (e) Any recommendations for course improvement based on the experience of examining;
- (f) Other comments; and
- (g) On the basis of your experience of other courses in the same discipline, please rate this course on the following scale (considerably below average, slightly below average, average, slightly above average and considerably above average).

8.2.3 The External Examiner may also make a written report on confidential matters, direct to the Vice-Chancellor.

8.2.4 The External Examiner, if s/he so wishes, may submit a more specific and detailed report directly to the Head of Department, Dean of Faculty or Centre Director.

8.3 Distribution of Reports

8.3.1 The reports are circulated to the Pro-Vice Chancellor (Academia), the Director (QA), the relevant Dean/ Centre Director and the Head(s) of Department. They should also be circulated to all full-time academic staff involved in the running of the programme.

8.4 Response to Reports

8.4.1 The External Examiners' report will be sent from the Vice-Chancellor to Faculties/Centres for analysis by the latter; copy of same will be submitted to the Examinations Office by the Vice-Chancellor.

- 8.4.2 Relevant comments from the External Examiners' Reports, which are sent to all Faculties/Centres will be submitted to the Examinations Committee via the Examinations Office.
- 8.4.3 Faculties/Centres will consider External Examiners' Reports at their level and Deans/Directors will submit their views/recommendations/actions, i.e. feedback on problems raised by External Examiners in their reports to the Director, QA within 2 months from receipt of the External Examiner's Report.
- 8.4.4 Deans/Officer-in-Charge will need to revert back to External Examiners within six (6) months on action(s) taken in response to any recommendations made and justifying the reasons for not being able to take action on problems raised. A copy of the Feedback Report from the Faculty to the External Examiners should be submitted to the Director, QA, for monitoring purposes.

For year **2015**, the Feedback Report should be ready **before 24 December 2015**.

- 8.4.5 The Director, QA will then direct the feedback from Faculties/Centres to the Committees (Teaching and Research Committee and Examination Committee) and /or Offices concerned for any further necessary action.
- 8.4.6 External Examiners will be informed by Faculties/Centres of action taken on their reports. Copy of same will be sent by Faculties/Centres to the Examinations Office for monitoring purposes.
- 8.4.7 External Examiners' reports are not public documents and should normally be treated as confidential to relevant members of staff of the University, except that, where there is good reason, they may be disclosed to quality and funding bodies and to other relevant bodies.

QA updated on 24.08.15