



## EXTERNAL EXAMINERS POLICY

(The use of masculine gender in these terms of references applies equally to men and women)

### 1. Purpose of Functions

The General Academic Regulations of the University provide for the appointment of External Examiners “to moderate all formal examinations” The functions of External examiners can be amplified as follows:

- 1.1 To show externally that academic standards of Springfield Research University are comparable with those of the International University community and to ensure that the assessment system is fair and is fairly operated in marking and classification of candidates
- 1.2 To act as an independent source of assessment in specialist subjects not only confirming or amending the internal marks but commenting and giving advice on course content, balance and structure, degree programmes and on assessment procedures:
- 1.3 To moderate borderline cases between “pass” and “fail” and between different classes within the marking and to help adjudicate in cases of conflicting marking;
- 1.4 To confer with the appropriate panels of Internal Examiners and assist the panels in preparing recommendations for appropriate Boards of Examiners (normally the Chairperson of Department), call any candidate for a viva voce examination.
- 1.5 To attend, wherever possible, and advise the appropriate Board of Examiners;
- 1.6 The above functions must be carried out with regard to the University’s General Academic Regulations.

### 2. Selection, Appointment and Period of Service

- 2.1 The Senate shall make the appointment of External Examiners on the recommendations of the Departmental Boards. Nominations from the Departmental Boards should be accompanied by an outline of the proposed External Examiner's credentials. Nominations should be made only after the Chairperson of department has secured the proposed External Examiner's agreement to being so nominated.
- 2.2 Only persons of sufficient seniority and experience to be able to command authority and offer the expertise required should be appointed: normally but not exclusively, at professorial level.
- 2.3 An External Examiner should not normally be appointed from a department of University or institution where a member of the inviting department is serving as an examiner.
- 2.4 Former members of staff should not be invited to become External Examiners before a lapse of at least four years or sufficient time for students taught by that member of staff to have passed through the system, whichever is the longer.
- 2.5 The number of External Examiners for any particular department should be sufficient to cover the range of subjects taught by the department. Normally, there shall only be one visiting External Examiner per Department but, in addition, one more alternate External Examiners may also be appointed for a Department where necessary. An Alternate Examiner may be asked to:
  - 2.6 Review draft examination papers; advise on syllabuses and to be ready to visit the University at the time of the examination should the External Examiner be unable to attend. An Alternate Examiner may also be called upon to comment, by correspondence, on certain scripts or aspects or the examination if it is deemed necessary by the Internal Examiners and the visiting External Examiner
- 2.7 Appointments of External Examiners shall normally be for one year but may be renewed, normally for a maximum of two further successive years. External Examiners from outside the country will be invited to visit the Department during that end of year examinations every other year during their period of appointment.
- 2.8 Departments are requested to recommended to Senate appointment of External Examiners serving at University/Institutions, which are in Eswatini and Africa especially Southern Africa. Only in very exceptional cases will recommendations of appointment of External Examiners from abroad be considered and in such cases departments will be required to justify such recommendations.
- 2.9 External Examiners from outside the University system, e.g. from industry or from a relevant profession, may be appointed in certain circumstances.

2.10 The Examinations Officer on behalf of the Deputy Registrar (Academic) shall formally notify external Examiners of their appointments.

### 3 Review of Question Papers

3.1 The Examinations Officer on behalf of the Deputy Registrar (Academic) shall forward to each External Examiner draft copies of question papers, course outlines and marking schemes prepared by the Internal Examiners.

3.2 In respect of Examinations to be held outside the end of each semester, the drafts shall be submitted to the External Examiner at least six weeks before the scheduled examinations date.

3.3 The External Examiner shall be asked to review these drafts and to satisfy himself that they are appropriate to the examinations for which they are prepared. The External Examiner may propose amendments to any paper and return his comments to the Examinations Officer, under strict confidential cover either through a courier, or registered airmail as soon as possible and within one month of having received the drafts.

3.4 The Examinations Officer shall refer the comments back to the originating department for consideration. The department concerned shall make such amendments as are necessary, and proof-read the final copy of the question paper in the approved format and return these to the Examinations Officer for printing and security until the examination date.

### 4 Reports from External Examiners

4.1 Every External Examiner will be required to provide a confidential written report at the end of his examining duties to the Vice-Chancellor, and not to the Chairperson of Departments or anyone else. External Examiners are encouraged to make any comments they wish, including observations on teaching, course structure and course content, as well as the examinations themselves .

4.2 It is stressed that reports should be submitted under confidential cover directly to the Vice-Chancellor, who will ensure that they are given due consideration. The Vice-Chancellor may at his discretion, copy all, or part (s) of, the report to the department

concerned, the Dean of School (s) Faculty (ties), Senate or other body as he deems appropriate.

## 5 Travel and Accommodation Arrangements

- 5.1 The Examinations Office will make all travel arrangements and accommodation Booking for External Examiners.
- 5.2 In their Informal negotiations with External Examiners, Chairperson of Departments should indicate the period for which the External Examiner's attendance will be needed and, if possible, establish in advance specific dates on which the External Examiner would be able to come to Eswatini and return to his home. The visits should not exceed a maximum of six days. Chairperson of Departments should also establish a specific address including contact telephone number and fax number to which travel tickets should be sent in due course.
- 5.3 Chairpersons of Departments should communicate this information to the Examinations Officer who will proceed to make travel bookings.
- 5.4 In terms of the Exchange Control Regulations and the authority granted There under to the University to engage External Examiners, the University must make bookings with the national airline, Air Eswatini, wherever possible.
- 5.5 The Examinations Office will normally make bookings through a travel agent which will, in turn, deliver travel tickets to the External Examiner at the address so specified, normally his home or place of work.
  - 5.5.1 Flights in December are often heavily subscribed and bookings must be made well in advance. Normally tickets will be issued to the External Examiners 6 – 8 weeks before the date of travel.  
These will normally be dispatched using the Prepaid Ticket Advice system to curtail the resultant cost.
- 5.6 Accommodation will be arranged through the Examinations Office. Normally External Examiners will be accommodated at the Hilton and Happy Valley Hotels in Mbabane and Ezulwini respectively but alternative accommodation arrangements may be permitted where requested, subject to approval by the Deputy Registrar (Academic)

5.7 The University will provide daily transport between the hotel(s) and the University. The External Examiner will be expected to meet any costs that are not directly concerned with his examining duties

5.8 The Chairperson of the Department concerned will be responsible for meeting the External Examiner on arrival in Eswatini, attending to his/her needs whilst on appointment to the University and generally providing the liaison needed between the University and the External Examiner.

## 6. Expenses/Costs

6.1 The University will pay expenses and costs as are necessarily and reasonably incurred by the External Examiner himself in fulfilling the terms of his appointments, e.g.

6.1.1 One single return **"ECONOMY CLASS"** ticket between the External Examiner's place of residence/employment and Harare. If the external examiner is willing to accept travel arrangements on the conditions attached to a lesser rate, e.g. 'APEX' fare or 'Exursion' and such arrangements can be made which are satisfactory to both parties, these should be used.

6.1.2 Incidental travel costs, e.g. bus fare/taxi fares between External Examiner's residence and home will also be refunded when processing the final fee payable to the External Examiner at the end of his or her examining duties. But, this payment will normally be made after the External Examiner's departure from Mbabane.

6.1.3 One single room at a hotel approved by the University with the University paying for bed and breakfast, lunch and supper.

6.1.4 Wherever an External Examiner is accommodated by a member of staff of the University, that member of staff may claim, from the University, reimbursement for expenses up to the equivalent of the approved camping allowances per day.

6.1.5 Sundry Expenses, such as postage/registration of draft question papers, laundry, and telephone calls/cables connected with the examining duties.

## 6.2 Non-Refundable Expenses

- 6.2.1 The University will not pay for personal or luxury expenses incurred, such as entertainment of guests, bar bills, personal telephone calls etc
- 6.2.2 The University **does not provide insurance cover** for visiting External Examiners. Visiting External Examiners are advised to arrange for themselves insurance cover for personal belongings medical treatment, etc, for the duration of their visits.
- 6.2.3 If the External Examiner brings a spouse, or other person, it is stressed that all expenses incurred by that person must be met by the External Examiner or the individual or some source other than the University. The University's commitments are in respect of the formally appointed External Examiner only.
- 6.2.4 The University will not pay for local travel in Eswatini e.g., for car hire or sightseeing trip. The University will provide a transport service daily between the hotel where the External Examiner will be staying and the University

