

## Escalation Procedure for the External Examiner Process

The purpose of this procedure is to assist the External Examiner (EE) and Department to resolve, in a collegial manner, any issues identified during the academic year and / or an EE's term where normal communication appears to have broken down, and, in situations where a lack of prompt action is likely to endanger academic standards and / or quality or where the normal processes and activities expected of external examiners are at risk. Some examples of potential issues are:

- significant concerns raised by the EE relating to the quality and standards of teaching and learning that need immediate attention;
- lack of engagement / communication from the EE;
- EE not receiving relevant documentation in a timely manner (e.g. exam scripts);
- Department not notifying the EE, in a timely manner, with regards to key dates (e.g. exam boards);
- non-submission of or poor-quality EE annual report.

### STEP 1

1. Both parties shall attempt, in good faith, to resolve any dispute promptly and through open dialogue by:
  - 1.1. the party raising the concern will notify the other in writing, and cc Academic Quality Standards and Conduct (AQSC) in this communication;
  - 1.2. the receiving party will respond, within five (5) business days, with a proposed resolution or an explanation;

If the dispute cannot be resolved within ten (10) business days from being raised, the concern will be referred to AQSC.

### STEP 2

An AQSC representative will review the concern and response(s) and, where appropriate, propose a resolution within 10 business days. If there is no realistic resolution or the concern is deemed serious enough, all applicable documentation / communication will be referred to the University Academic Dean (UAD) or delegate.

### STEP 3

The UAD or delegate will review all information and decide the validity and seriousness of the concern leading to a decision on how it will be addressed and resolved. Some options available are:

- acceptance of the suggestion put forth by the EE;
- early termination of the EE contract;
  - please see MARP section EE 2.8.4.
- mediation between the parties chaired by the UAD or delegate.
- UAD or delegate determines that the issue is at an institutional level so, with assistance from AQSC, will communicate a plan to reach a resolution.

**NOTE: the escalation procedure does not negate the EE's option to send a confidential report to the Vice-Chancellor.**