

## **An important reminder of policies and some useful Links:**

Contact us only from registered email addresses: please contact the Examinations Office using only the email address confirmed at the time of the appointment (home University email address). Please refer to below point “Program Co-Ordinator” for queries regarding duties and change to circumstances.

1. Role of External Examiner: Information on the 'Role of External Examiners' and the 'External Examiner Report Template' can be found [here](#)
  
2. Quality Report:
  1. **Mandatory Quality Report:** claims for external examiners cannot be processed until the Examiners Report has been submitted to the Quality Office via email at [qualityoffice@universityofgalway.ie](mailto:qualityoffice@universityofgalway.ie). The Examinations Office will confirm receipt of the report with the Quality office before processing the claim.
  
  2. **Report Template:** For the Quality Report template please refer to [QA005 Policy - Role of External examiners - Taught Programmes](#).
  
3. **Payment policies & deadlines:** With regards to payment, external examiners are required to adhere to the linked policies below which have been updated since last academic year. These policies include **important information on deadlines**. Claims must be submitted within 3 months of visit/work performed.
  1. [QA226 Policies and Procedures for Payment of External examiners](#)
  2. [QA302\\_3\\_4 Sustainable Travel](#)
  
4. **Claim form & Resources:**
  1. [Finance Office - External Examiners](#) website clearly outlines relevant policies and hosts the claimant form. With regards to the claim form External Examiners are required to **download the form directly from the website**. The finance team will **no longer accept older versions** of the form. Please note that the revised form has been developed in line with external examiner feedback and to meet the requirements of Irish Revenue.
  2. [Quality Office](#)
  3. [Exams Office - External Examiners](#)

5. **Program Co-Ordinator:** a reminder that the Program Co-Ordinator is the main point of contact for any specific queries regarding duties. Please refer to the appointment letter for contact details of the Program Co-Ordinator. The Examinations Office is responsible for payment procedures only. External examiners are required to update their Program Co-Ordinator regarding any changes to their employment circumstances during their term such as a change of institution. The Program Co-Ordinator will arrange if necessary for the changes to be ratified at Academic Council.

6. **Submitting the claim:** please send the fully completed form with relevant receipts by email to [externalexaminers@universityofgalway.ie](mailto:externalexaminers@universityofgalway.ie)

7. **Processing Period:** Please note as per QA226, processing claims can take up to 3 months or longer during the high-volume periods for the Examinations Office such as exam sessions and results processing, specifically May, June, July and August. Claims are processed in receipt order. The Examinations Office will revert to you with any issues or feedback as soon as feasible. Please do not resubmit your claim – if we have queries we will revert. During this busy period, please note that we may be unable to inform you when your claim will be processed. However, if you have any other query regarding your claim, please contact us.