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Sent by email to [n.baumgarten@sheffield.ac.uk](mailto:n.baumgarten@sheffield.ac.uk)

**07 February 2020**

Dear Dr Baumgarten,

**Re: Institutional Response: External Examiner Annual Report 2018/19**

I am writing further to the receipt of your report for Certificate of HE (Languages).

Your report has been considered by colleagues within Continuing and Professional Education and is the basis of this Institutional Response on behalf of the Vice-Chancellor. The contents will also help to inform the [Annual Review and Enhancement](#) process and where appropriate, [Periodic Review](#).

**The University is pleased to note your positive comments including:**

1. Your positive indications regarding the programme structure, academic standards and assessment process.
2. The programme offers an impressive variety of languages, including those that are less widely taught.
3. The programme clearly enables widening participation in HE.
4. The staff at the Centre for Lifelong Learning demonstrate high professional standards.
5. There is a great emphasis on supporting the students' learning and a laudable understanding of adult and mature learners' needs.

**Issues highlighted in your report and response provided by Continuing and Professional Education:**

1. ***Programme Structure:*** *The use of the VLE and its role in learning and teaching could be conceptualised from the point of view as being one component in an inclusive learning environment so that all student groups can maximise on their learning.*



Registered Charity, no. 1136855  
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The VLE, Learning Central (Blackboard) is already in use with all student groups, along with our language laboratory. However, we recognise that not all students on our courses are fully comfortable with using computer-based materials at home. We will continue to emphasise the benefits of Learning Central for language learning outside the classroom.

2. ***The Assessment Process:*** *Variability in the feedback provided on the feedback forms. It will be helpful for students to see personalised formative feedback in writing on the feedback form.*

We will try to improve the consistency of feedback given to students and remind our tutors of the need to personalise their comments to the student concerned.

We hope that you will find this response satisfactory and thank you for your continued support of the programme.

In order to meet the expectations of the [QAA Quality Code](#), both the External Examiner Annual Report and this Institutional Response will be published on the University's [Public Information website](#) and will be available to all students and staff.

We are most grateful for your comments and for your support in this matter.

Yours sincerely,



Mr Simon Wright  
Academic Registrar