

**INSTITUTIONAL RESPONSE: EXTERNAL EXAMINER REPORT 2012-2013 - BN (Foundation Programmes and Adult Branch, March 2010 and September 2010 cohorts: tenure March 2010 - September 2013)**

Dear Dr Kneafsey,

I am writing further to your External Examiner's report for the above programme(s). Your Report has been considered by the School of Healthcare Sciences in accordance with our approved procedures. I am, therefore, now in a position to respond on behalf of the Vice-Chancellor to the main points you had raised.

Issues Highlighted

Your Report raised one issue which has been referred for consideration by the School.

**1. [1.4] your report of "problems with LOTUS Quickr" that limited your "contact to some extent".**

The following response has been provided on behalf of the School.

*"The School acknowledges the difficulties that were experienced with Lotus QuickR when attempting to provide a sample of the September 2010 Dissertations to Rosie Kneafsey, who was experiencing difficulties logging on to the system. Despite the best efforts of the team with School IT and University Information Services involvement we were unsuccessful and the Dissertations had to be sent via 15 emails to ensure that Rosie received the appropriate sample.*

*Use of Lotus QuickR is being continually monitored and reviewed and the number of issues have reduced since implementation, with the benefits of the system far outweighing the previous system of emailing work. The feedback from our External Examiners has been really useful in this review process to ensure that using this system is fit for purpose and would particularly like to thank Dr Kneafsey for her input and patience in this respect."*

Positive Comments

The School and University are pleased to note your positive comments on the School's provision including:

**a. [1.1, 1.2 and 1.3] your positive indications regarding the programme structure, academic standards and assessment process.**

I hope that you will find this response satisfactory and thank you for your service as External Examiner.

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 Registry web pages and will be available publically.

The University's provision of the formal Institutional Response is not intended to constrain direct communication between schools and their External Examiners. Schools are encouraged to discuss with their External Examiners any matters of detail raised in their Reports and, more widely, any issues impacting on the quality and standards of awards, including possible changes to programmes.

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

Mrs Jill Bedford  
Director of Registry and Academic Services