



Academic & Student Support Services
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Sent by email

28 November 2017

Dear Dr Gervais-le Garff,

Re: Institutional Response: External Examiner Report 2016 – 2017

I am writing further to the receipt of your External Examiner's Report for the Diploma of Higher Education.

In accordance with our standard practice, a copy of the Report is being forwarded to the School concerned, who will use its contents to help inform its Annual Review and Enhancement process. The University is pleased to note your positive comments, including:

- 1. your positive indications regarding the programme structure, academic standards and assessment process;**
- 2. detailed and constructive feedback to students;**
- 3. excellent benchmarking of language levels against the Common European Framework of Reference is in place;**
- 4. high proportion of distinctions awarded to a high quality student cohort;**
- 5. some of the courses prepare for other qualifications such as the DELF B2-DALF C1;**
- 6. opportunities for students completing the programme to enrol on online courses to prepare for the examinations set by the Chartered Institute of Linguists for the Diploma in Translation;**
- 7. very wide range of culture and language modules.**

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Your Report does not appear to raise any specific issues that require a more detailed response. Accordingly, the School has not been asked to respond formally to the Report.

I hope that you will find this response satisfactory and we 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 website 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.

Yours sincerely,



Mr Simon Wright
Academic Registrar