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Sent by email to Dr Uwe Baumann

10 September 2018

Dear Dr Baumann,

Re: Institutional Response: External Examiner Annual Report 2017/18

I am writing further to the receipt of your External Examiner's report for the Certificate of Higher Education (Languages).

Your report does not appear to raise any specific issues that require a more detailed response therefore the School has not been asked to provide a formal response.

Your report will be considered by the School and will also be used to help inform their [Annual Review and Enhancement](#) process and where appropriate, [Periodic Review](#).

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

1. your positive comments regarding the programme structure, academic standards and assessment process;
2. It is pleasing to hear that the programme is recruiting well and also achieves its outreach mission, enabling members of the local communities to engage in language learning of a considerable number of modern foreign languages. The Centre should be commended for its outreach work in language learning and teaching.

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3. This lifelong learning programme for adult learners entirely reaches the academic standards in other HEIs. In some cases at the higher levels, there are examples of exceeding expected standards
4. It is good to see that appropriate processes are in place to make sure that there is comparability (between languages that can be compared).
5. It is pleasing to see proper moderation in place as to provide comparability between groups and individuals and ensure that the assessment marking is fair to the students.
6. It is pleasing to see that the programme is moving towards electronic feedback forms.
7. The overall dedication and professionalism of the staff working in the design and delivery of the language programme at the Centre highly commendable. There is a great emphasis on supporting the students' learning.
8. This is a stable and sound programme that has not suffered from significant changes in standards and programme developments.

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

As this is your final year as External Examiner, we would like to thank you for your service and we are most grateful for your valuable input into this process.

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