

Academic & Student Support Services  
Academic Registrar  
Simon Wright LLB  
*Gwasanaethau Academaidd a Chefnogi Myfyrwyr*  
*Cofrestrydd Academaidd*  
*Simon Wright LLB*



Sent by email to [v.cooper@keele.ac.uk](mailto:v.cooper@keele.ac.uk)

19 October 2015

Dear Dr Cooper,

**Re: Institutional Response: External Examiner Annual Report 2014 – 2015**

I am writing further to the receipt of your External Examiner's Report for the PG Cert/PG Dip/MSc in Medical Education (via elearning).

Your Report has been considered by the School 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.

**Issue Highlighted:**

1. your comments on the proportion of students failing to complete the programme, your suspicion that some students have unrealistic expectations that an eLearning course will be less demanding and fit more easily into their busy professional lives and recommended review of information provided to students before registration.

**The following response has been provided on behalf of the School:**

1. The School agrees that some students assume that an e-learning course will be less demanding. The requirements of this course are just as demanding academically as an attendance-based programme and with the same time commitments. The main difference is that students can participate in the e-learning course at times that best suit them. The School has reviewed the information provided on its website regarding the anticipated number of hours required weekly to complete the course and will reinforce this in its pre-course correspondence. The external examiner annual report form is received following the summer exam board. Students are permitted a resubmission attempt for failed assignments and these are subsequently considered at the resit exam board. Only four students failed at their resubmission attempts and four students received institutional credits as they had not returned following an Interruption of study.

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

1. your positive indications regarding the programme structure, academic standards and assessment process
2. your particular commendation of the eLearning interface, module content, the commitment of staff; and very comprehensive and well-focused feedback provided to students;
3. your support for recent changes made to individual modules and confirmation that they have been well-received by students.

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 to all students and staff.

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