

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



Sent by email to S.S.Dani@hud.ac.uk

13 October 2015

Dear Professor Dani,

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

I am writing further to the receipt of your External Examiner's Report for the BSc in Business Management, all routes (Logistics & Operations Management).

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(s) Highlighted:

1. your identification of instances of feedback not matching the marks provided or marking not depicted as per the set marking criteria other and related comments;
2. your indication that it may be useful to change some of the assessments to bring freshness to the course for the future years;
3. your indication that you did not receive sufficient information about the Programme and its contents, learning outcomes and assessments.

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

1. The School thanks you for raising this issue and your comments will be shared with the teaching team with a request that in future all markers ensure a) ensure that the feedback they provide matches the marks provided and b) that their marking and feedback is explicitly linked to the set marking criteria.
2. Your suggestion of considering changing some of the assessments will be passed on to the module leaders and also passed on to the new Programme Director who will be re-launching the review of our Business Management programme.

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3. The School is sorry that you do not feel that you received sufficient information about the programme. The UG hub will send you this information so you have it for the forthcoming academic session.

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 feedback provided to students and of the coursework assignment for a named module.

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