



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

Cardiff University
McKenzie House
30-36 Newport Road
Cardiff CF24 0DE

Tel *Ffôn* I +44(0)29 2087 9189
www.cardiff.ac.uk

Prifysgol Caerdydd
Tŷ McKenzie
30-36 Heol Casnewydd
Caerdydd CF24 0DE

Sent by email to heather.hunter@plymouth.ac.uk

16 August 2016

Dear Ms Hunter,

Re: Institutional Response: External Examiner Annual Report 2015–2016

I am writing further to the receipt of your External Examiner's Report for the BSc (Hons) in Physiotherapy.

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.

Issues Highlighted

1. your concerns regarding tight turnaround times and your suggestion that it would be useful to have a timetable of when work will be sent to you.
2. Your indication that it is important that work sent to you is a proper and clear selection of scripts that have been second marked, with the relevant feedback form for each piece.

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

1. The School's Assessment and Student Cases Team send out a copy of the assessment schedule at the start of an academic year to outline the deadlines the School works to and when you will be receiving work. It also identifies the Examining Boards that are relevant to each External Examiner.

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This email was issued to all External Examiners in October. The School apologises if this was not received.

The assessment schedule identifies where work for certain modules will need to be looked at by the Examining Board. This is because the programme team are working to very tight end of year deadlines due to the requirements of the programme and the School agrees that it would be helpful if to outline this to External Examiners so that this can be planned for.

The School will ensure that when the assessment schedules (schedule of work) for 2016-17 is issued the emails are clearer and highlight exam board requirements at this point to allow External Examiners as much time as possible to plan.

2. This was an error for which the School apologises as External Examiners should be provided with all relevant documentation with samples of student work.

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 internal moderation report provided for every module, of the electronic system used to exchange information with External Examiners;

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 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,

A handwritten signature in black ink, appearing to read 'S. Wright', with a long horizontal flourish extending to the right.

Mr Simon Wright
Academic Registrar