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Sent by email to nrj7@le.ac.uk

07 February 2020

Dear Dr James,

Re: Institutional Response: External Examiner Annual Report 2018/19

I am writing further to the receipt of your report for Certificate of HE (Business & Management, Social Sciences, Science & Environment).

Your report has been considered by colleagues within Continuing and Professional Education and is the basis of this Institutional Response on behalf of the Vice-Chancellor. The contents will also help to inform the [Annual Review and Enhancement](#) process and where appropriate, [Periodic Review](#).

The University is pleased to note your positive comments including:

1. Your positive indications regarding the programme structure, academic standards and assessment process.
2. Methods of teaching and learning on the programme have a good degree of variety and facilitate the development of a range of transferable skills.
3. The design of the curriculum provides students with a very good range and variety of modules to study.
4. Support for students within the department is highly effective and aimed towards the needs of its target audience.
5. The teaching is of a consistently high standard and I am ever more impressed by the quality and conscientiousness of the tutors, who often inspire their students and provide them with a wide range of assessments that test a range of learning outcomes.



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Issues highlighted in your report and response provided by the School:

1. **The Assessment Process:** *All tutors should type their assessment feedback– this is best practice.*
 - (i) *Feedback should be developmental for all learners, including those with the higher grades so they can continue to be stretched and challenged.*
 - (ii) *Use of the marking criteria is evident but a role for moderators is to ensure that across subject areas, tutors are using the marking rubric consistently*

(i) When the marking criteria are sent to tutors at the start of the academic session a reminder note will be added to ask them to provide developmental feedback to students who achieve higher grades.

(ii) Internal moderators generally do look for consistency across the courses they moderate, however some subjects may have more than one internal moderator.

2. **The Assessment Process:** *I would urge the department to decide how Turnitin will be managed to ensure the approach to marking online is consistent within/across subject areas. Some key decisions will need to be taken as to whether you will create custom sets of comments for marking, rubric scorecards etc.*

The use of Turnitin will be trialled over the coming academic session with the coordinating lecturer overseeing the process. We will take this suggestion on board for our tutor development.

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. We hope that you will find this response satisfactory and 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'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