



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* | +44(0)29 2087 9189
www.cardiff.ac.uk

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

Sent by email to uwe.baumann@open.ac.uk

28 September 2017

Dear Dr Baumann,

Re: Institutional Response: External Examiner Annual Report 2016–2017

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

Your Report has been considered by the Cardiff Centre for Continuing and Professional Education 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

Variable level of feedback received by students.

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

Given that the languages programme is taught by many different tutors, the Centre is aware of the variability of feedback given to students and is taking steps to address this on an on-going basis. To achieve greater consistency there will be regular meetings with tutors to discuss examples of good feedback. However, as not all tutors are able to attend these meetings the Centre will report back to all tutors via email and will ensure that all feedback forms are thoroughly checked by co-ordinators before these are sent out to students. If some feedback forms do not provide sufficient detail the relevant tutor will be asked to re-do them.

Cardiff University
McKenzie House
30-36 Newport Road
Cardiff CF24 0DE
Tel *Ffôn* | +44(0)29 2087 9189
www.cardiff.ac.uk

Prifysgol Caerdydd
Tŷ McKenzie
30-36 Heol Casnewydd
Caerdydd CF24 0DE
Tel *Ffôn* | +44(0)29 2087 9189
www.caerdydd.ac.uk

The University is pleased to note your positive comments including:

1. your positive indications regarding the programme structure, academic standards and assessment process;
2. the dedication and professionalism of the staff working in the design and delivery of the language programme;
3. great emphasis on supporting students' learning.

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