

Academic & Student Support Services  
Academic Registrar  
Simon Wright LLB  
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*Cofrestrydd Academaidd*  
*Simon Wright LLB*



Sent by email to [uwe.baumann@open.ac.uk](mailto:uwe.baumann@open.ac.uk)

10 November 2015

Dear Dr Baumann,

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

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 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(s) Highlighted:**

1. your report of the variation in the level of feedback students receive and suggestion that record keeping, submission of assessment, and feedback on assessment is moved from a paper-based to an electronic system.

**The following response has been provided on behalf of Continuing and Professional Education:**

1. With regard to the external examiner's identification of a variation in feedback given to students, we will strive to improve the consistency of the feedback provided for all modules, and encourage tutors to make use of the electronic student assessment form.

At present, our systems are not fully integrated with the University Student Information Management System (SIMS Live) and we run a separate occurrence as LEARN SIMS. As a result, record keeping, the creation of student user accounts and attachment to modules on Learning Central (Blackboard) remain manual processes. We are currently in discussion with colleagues with Registry with a view to achieving further integration with SIMS Live.

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Continuing and Professional Education wish to inform you that according to University regulations, the written assessments taken by its students are classified as Class Tests rather than Examinations.

**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 reiterated commendation of staff working in the design and delivery of the language programme.

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