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Sent by email to Dr Nalita James

20 July 2018

Dear Dr James,

Re: Institutional Response: External Examiner Annual Report 2017/18

I am writing further to the receipt of your External Examiner's report for the Certificate of Higher Education (Business & Management, Social Sciences, Science & Environment).

Your report does not appear to raise any specific issues that require a more detailed response therefore the School has not been asked to provide a formal response.

Your report will be considered by the School and will also be used to help inform their [Annual Review and Enhancement](#) process and where appropriate, [Periodic Review](#).

The University is pleased to note your positive comments, including:

1. your positive comments regarding the programme structure, academic standards and assessment process;
2. The structure and content of the Pathways modules/ programme are entirely appropriate. It is evident that this programme has been carefully and effectively designed to support this particular group of learners.
3. Overall the methods of assessment are well-balanced and fair. They allow the intended learning outcomes to be assessed effectively. The range of modules available and the currency of the curriculum is impressive.

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4. It is clear from the students' work that they fully engage well with the modules and derive immense benefit from them. The impressive quality of some of the work is testament to the value which the course adds to some students as they progress through the programme.
5. An area of good practice to note is the Public Healthcare Module (Pathway to Health Care) which showed great student engagement and ideas. Having the chance to see the module descriptors and learning outcomes, it is evident that the assessment of modules enables students to achieve their learning outcomes and there is comparability of standards between modules of the same level.
6. Following meeting with one Pathway student (Pathway to Health Care), the student spoke very highly of the programme, in terms of the quality of teaching and learning, and student support and guidance offered particularly by the Programme Director, as well as the responsiveness of the tutors. The student really understands the value/significance of the Pathway and showed determination and a confidence to succeed. The student commented on the supportive teaching team who continually strive to improve the student learning experience, and provide a high level of tuition and support.
7. Students' work is of a high standard which indicates a high quality of teaching and also the commitment and motivation of these students.

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'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