

INSTITUTIONAL RESPONSE: EXTERNAL EXAMINER REPORT 2013-2014 - BSc in Business Management (Human Resource Management)

Dear Professor Redman,

I am writing further to your External Examiner's report for the above programme(s). Your Report has been considered by the Cardiff Business 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

Your Report raised issue(s) which have been referred for consideration by the School.

- 1. [6, second para] your commendation of the “helpful and reflective overviews of student performance” and indication that “In contrast most modules provide no overviews of student performance”;**
- 2. [6, third para] your detailed observations on the design and structure of examination papers into sections (according to the “different staff [who] have taught the different sections”) and perception that “these forced splits maybe undermine student performance”;**
- 3. [6, final para] your observations on the lack of consistent implementation of “CARBS policy...[on] moderation and second marking”.**

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

“In section one Professor Redman comments on the programme structure. As Professor Redman rightly notes, the scheme is currently under review and, as last year, we welcome these comments and will ensure that the new scheme is more robust in this regard.

We welcome the comments of Professor Redman (and other examiners) regarding the appropriateness of our academic standards and, in particular, the comparability with similar institutions.

In section six we are pleased to see positive comments from Professor Redman regarding the new placement scheme and will pass on the comments to the Programme Director.

We note the comments regarding overviews/reports for student performance in a module overall and we will pass this onto the quality office to be incorporated into our examination procedures to ensure best practice.

The comments regarding splits in exam papers are noted with interest. This will be raised at Board of Studies and consideration given regarding how to oversee this in future. Academics will be asked to justify their rationale for having split exam papers.

Second marking and moderation were areas which we discussed with Professor Redman when he visited the Business School for the exam board in June and we welcome these further comments. In particular we recall Professor Redman querying the understanding of the policy and the evidence of second marking and moderation. This policy has recently been reviewed and updated. We will ensure that this information is disseminated clearly to academic staff and appropriate application is carried out during the forthcoming session.”

Positive Comments

The School and University are pleased to note your positive comments on the School's provision including:

- a. [1, 2 and 3] your positive indications regarding the programme structure, academic standards and assessment process**
- b. [6, first para] your commendation of the "one semester placements".**

I hope that you will find this response satisfactory and thank you for your service as External Examiner.

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 Registry web pages and will be available publically.

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.

Dr S L Williamson

for Dr C B Turner
Academic Registrar