

INSTITUTIONAL RESPONSE: EXTERNAL EXAMINER REPORT 2013-2014 - BA in Italian (Italian language and culture modules)

Dear Dr O'Connell,

I am writing further to your External Examiner's report for the above programme(s). Your Report has been considered by the Cardiff School of Modern Languages 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 one issue which has been referred for consideration by the School. The following response has been provided on behalf of the School.

“[4, final para] the External Examiner's comments on the process of sending “scripts in envelopes which could theoretically be damaged in transit” and suggested alternatives.

The issue regarding the process of sending the scripts was raised by the external examiner during the exam marking period. Action has now been taken, in agreement with the School manager Helen Walker, to resolve this matter. With immediate effect, where scripts are to be sent by post, they will be posted in envelopes which are better suited to transport of heavy items (such as heavy duty bubble wrap envelopes).

Dr. O'Connell also suggested sending all exam scripts electronically. This was discussed with school management and was decided against due to cost of manual labour and risk of human error in the manual scanning process.”

I understand that the School has also discussed with you the possibility of your coming to Cardiff a day or two in advance of the exam boards next year (2014-2015) and examining all scripts in one day. I understand that you were open to this suggestion and that the matter will be discussed in more detail at both programme and school level.

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. **[1] your particular commendation of identified elements of indicated modules;**
- c. **[3] your commendation of “the full range of marks being used, especially at the top of the scale”;**
- d. **[4] your commendation of “a happy balance between rigorous language work, literature and visual culture” and comment that “The work being carried out by the department with its students is of the very highest quality”;**
- e **[5] your positive observations on the University/School induction efforts.**

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 Wiliamson

for Dr C B Turner
Academic Registrar