

Academic & Student Support Services  
Academic Registrar  
Simon Wright LLB  
*Gwasanaethau Academaidd a Chefnogi Myfyrwyr*  
*Cofrestrydd Academaidd*  
*Simon Wright LLB*



Sent by email to [mat.hughes@durham.ac.uk](mailto:mat.hughes@durham.ac.uk)

17 August 2015

Dear Dr Hughes,

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

I am writing further to the receipt of your External Examiner's Report for the MSc in Business Strategy and Entrepreneurship.

Your Report has been considered by the 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.

**Issue(s) Highlighted:**

1. Annotated comments on exams were not always present on exams and I would encourage some small notes to be made to facilitate second review and my own audit;
2. In future, it would be helpful to record in some systematic way feedback/reasons given for scores relating to presentations;
3. Sometimes it was not always clear whether/how second marking had taken place, so perhaps brief comments and a signature to initials in all cases would help support that.
4. Perhaps the programme team might want to consider signalling resources in the School/University on academic writing, revision etc. to students.

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

1. The adoption of a Programme Specific form was discussed during a section meeting. However, the adoption of such a form has been postponed as the school is looking at developing a generic form for the second marking which will be available to external examiners and will ensure the provision of the same high standard across module and programmes.
2. We shall review the information sent as suggested to ensure that it is of maximum value to the Externals.
3. The Postgraduate Hub is in its first year of operation and we welcome the feedback from the External Examiner on how we may improve our processes. The aim of the PG Hub was that all Hub Administrators are able to deal with any query or task within

Cardiff University  
McKenzie House  
30-36 Newport Road  
Cardiff CF24 ODE  
Tel Ffôn I +44(0)29 2087 9189  
[www.cardiff.ac.uk](http://www.cardiff.ac.uk)

*Prifysgol Caerdydd*  
*Tŷ McKenzie*  
*30-36 Heol Casnewydd*  
*Caerdydd CF24 ODE*  
Tel Ffôn I +44(0)29 2087 9189  
[www.cardiff.ac.uk](http://www.cardiff.ac.uk)

their remit, including the administration of the External Examiner process. We appreciate however that a primary named contact for each External Examiner would be useful and we will feed this recommendation in to our ongoing review of the Hub.

**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 developments in the programme structure setting out a more clear strategy and entrepreneurship focus across modules and assessment giving the programme its distinctive identity, differentiation and value;
3. Staff offer good feedback on the whole and show a great ownership of their modules and care for their students.

I hope that you will find this response satisfactory and thank you for your continued support of the programme 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 Student Intranet 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