Quality Review Framework Annex 6.3.1:

Main Steps of a Response to External Examiners’ Reports
(Undergraduate, Initial Teacher Education and Postgraduate Taught Programmes)

Contact: Chandan Shah or Siobhan Fitzgerald, Academic Services, Student and Registry Services

Guidance

Key:
AS Academic Services
ASER Annual Student Experience Review
ASR Assessment and Student Records
BoE Board of Examiners
BA Board Administrators
CALT Centre for the Advancement of Learning and Teaching
DTC Departmental Teaching Committee
EdCom Education Committee
EE External Examiners
FL Faculty Leads
FT Faculty Tutors
FTC Faculty Teaching Committee
ITE Initial Teacher Education
PGT Postgraduate Taught
QRSC Quality Review Sub-Committee
SSCC Staff Student Consultative Committees
UG University College London Union
UG Undergraduate
VP Vice-Provost
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<tr>
<th>Step</th>
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<tr>
<td>Step 1</td>
<td>• BoE take place.</td>
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<td>• BA to direct colleagues to guidance on BoE.</td>
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<td>UG / ITE: June – July</td>
<td>Chairs of BoE and BA</td>
<td>• Academic Manual – see Chapters 4, Assessment Framework for Taught</td>
<td>• Support is available through CALT.</td>
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<td>PGT: October / November</td>
<td>ASR</td>
<td>Programmes and 6, Quality Review Framework</td>
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<td>AS</td>
<td>• CALT</td>
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<td>Step 2</td>
<td>• Where practicable, an oral report is provided by the EE and an oral</td>
<td>UG / ITE: June – July</td>
<td>EE</td>
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<td>• EE should submit their report within four weeks of the BoE to</td>
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<td>acknowledgement is given to the EE at BoE meeting.</td>
<td>PGT: October / November</td>
<td>Chairs of BoE</td>
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<td>assist the Department in considering comments in the ASER.</td>
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<td>• Note that EE Reports contain graded recommendations as follows:</td>
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<td>• Essential: Areas of concern which, in your [EE] opinion, place</td>
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<td>academic standards and/or the student learning experience at</td>
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<td>immediate risk and requires action before the start of the next</td>
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<td>academic year.</td>
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<td>• Advisable: Areas of concern regarding threshold standards which,</td>
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<td>while currently being met,</td>
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<td>Step 3</td>
<td>• EE submits their reports from the BoE through Portico.</td>
<td>UG / ITE: Date range: June -</td>
<td>EE</td>
<td>• Academic Manual – see External Examining Section in Chapter 6</td>
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<td>August</td>
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<td>PGT: Date range: October -</td>
<td>Faculty Lead, Chair and BA</td>
<td>• Academic Manual – see ASER Section in Chapter 6</td>
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<td>December</td>
<td>of BoE</td>
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<td>4 weeks of receipt of the EE report.</td>
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| **Step 4** | • AS will request a response to recommendations from the Department if these recommendations require approval by the Chair of EdCom (or nominee).  
• Please note that Departments have four weeks to submit these responses. | • UG / ITE: Date range: June - September  
• PGT: Date range: October - December | | | |

in your [EE] opinion, could be significantly improved.  

- **Desirable**: Areas where, in your [EE] opinion, there is potential for enhancement.  
- Where the responses to recommendations require approval by the Chair of EdCom (or nominee) following scrutiny by AS, this will be confirmed to the Department.  

- From AS to Departments (with a copy to the FT)  
- **Academic Manual** — see External Examining Section in Chapter 6.  
- **Academic Manual** Chapter 6 Annexes - Template: Summary of Department Responses to EE Recommendations.  
- A template for Departments to initially record recommendations and responses can be found in the Annexes area of Chapter 6. This is for internal purposes to use within the Department / Faculty.  
- An academic responsible for the BoE, i.e. the Chair or a nominee, (academic member), should be accountable for drafting the response.  
- If the Department disagrees with the EE’s recommendation, the Department should make a case for this to be considered as part of their formal response.
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| **Step 5** | Departments should submit directly on Portico their response to the entire report, emphasising the identified recommendations for approval by the Chair of EdCom (or nominee). | **UG / ITE**: Date range*: June – September  
**PGT**: Date range*: October – December  
*4 weeks from date EE report was received on Portico. | Departments | **Academic Manual** — see External Examining Section in Chapter 6  
**Academic Manual** Chapter 6 Annexes – Overview of External Examining Reporting Process | The FT should be involved and consulted when the Department is drafting their response.  
If time permits, the Departments should involve staff and students when drafting the response.  
At this stage all recommendations should have been responded to and the full response provided on Portico. |
| **Step 6** | AS will approve and submit responses to identified recommendations to the Chair of EdCom / nominee. | **UG / ITE**: Date range*: June – September  
**PGT**: Date range*: October – December  
*4 weeks from date EE report was received on Portico. | AS to Chair of EdCom / nominee | **Academic Manual** Chapter 6 Annexes – Overview of External Examining Reporting Process | If the response provided requires enhancement, AS will provide guidance to Departments / Faculty Tutors to amend before it is submitted to the Chair of EdCom / nominee. |
| **Step 7** | The Chair of EdCom / nominee will give final approval of the responses to identified recommendations and will inform AS. | **UG / ITE**: Date range: June - September  
**PGT**: Date range: October - December | Chair of EdCom / nominee to AS | **Academic Manual** Chapter 6 Annexes – Overview of External Examining Reporting Process | |
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| Step 8 | • AS will notify the Department of approval of the responses to identified recommendations. | • UG/ITE: Date range: June – September  
• PGT: Date range: October – December | • AS confirms with the Department  
• FT | • Academic Manual Chapter 6 Annexes - Template: Summary of Department Responses to EE recommendations | • For internal use within the Department/ Faculty, Departments can record the approved response to identified recommendations on the template, Summary of Department Responses to EE Recommendations located in the Annexes area in Chapter 6 of the Academic Manual. |
| Step 9 | • AS will notify the EE by formally responding to the identified recommendation on behalf of the Chair of EdCom / nominee. | • UG / ITE: Date range: June - September  
• PGT: Date range: October - December | • AS will notify the EE | • Academic Manual Chapter 6 | • AS will make the response available to the Chair, Faculty Lead, BA and Deputy via Portico and eventually for Students to access (via Portico and/or alternative methods). |
| Step 10 | • AS will close down the report when Departments have responded to all of the recommendations/comments, and any recommendations that required Chair of EdCom approval have received this. | • UG /ITE: Date range: June - September  
• PGT: Date range: October - December | • From Departments to EE  
• FT  
• AS | • Academic Manual Chapter 6 Annexes – Overview of External Examining Reporting Process | • At this stage all recommendations should have been responded to and the full response provided on Portico. |
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| Step 11 | • The themes and issues arising from EE Reports from the BoE should be discussed at relevant Department and Faculty meetings.  
  • These should be shared and discussed with students also. | UG / ITE: October – December  
  PGT: February – April | FT / Departments to FTC, DTC including SCC | Academic Manual  
Chapter 6 Annexes - Template: Summary of Department Responses to EE recommendations  
Academic Manual see ASER Section in Chapter 6  
Academic Manual see Student Representation section in Chapter 6 for DTC; FTC and SCC | FT and Head of Department / Chair of DTC will record themes, recommendations and responses on the template: Summary of Department Responses to EE recommendations.  
For QA monitoring / reporting purposes, these comments should also be included in the ASER template as part of the ASER process. |
| Step 12 | • Following on from Steps 10 and 11 above, AS will include themes in the Institutional Summary for the QRSC meeting to tie in with the ASER process. | UG / ITE: October – December  
UG ASER QRSC meeting: 28/11/16  
PGT: February – April  
PGT ASER QRSC meeting: 20/03/17 | AS to Secretary of QRSC | Academic Manual see ASER Section in Chapter 6  
Academic Manual Chapter 6 Annexes – Overview of External Examining Reporting Process | |
| Step 13 | • The full EE report and Departmental response should be made available to students (via Portico and/or alternative methods). | UG / ITE: September - November  
PGT: January – March | AS  
Departments  
UCLU | Academic Manual  
Chapter 6 Annexes – Overview of External Examining Reporting Process  
UCLU | UCLU and Departments should brief students on this process. |