

Quality Review Framework Annex 6.3.1:

Main Steps of a Response to External Examiners' Reports

(Undergraduate, Initial Teacher Education and Postgraduate Taught Programmes)

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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
FT	Faculty Tutors
FTC	Faculty Teaching Committee
ITE	Initial Teacher Education
PGT	Postgraduate Taught
SSCC	Staff Student Consultative Committees
UCLU	University College London Union
UG	Undergraduate

Step	Action	Date	People/Body	Link	Notes
Step 1	<ul style="list-style-type: none"> BoE take place. 	<ul style="list-style-type: none"> UG / ITE: June – July PGT: October / November 	<ul style="list-style-type: none"> Chairs of BoE and BA ASR 	<ul style="list-style-type: none"> Academic Manual – see Chapters 4, Assessment Framework for Taught Programmes and 6, Quality Review Framework CALT 	<ul style="list-style-type: none"> BA to direct colleagues to guidance on BoE. Support is available by CALT.
Step 2	<ul style="list-style-type: none"> Where practicable, an oral report is provided by the EE and an oral acknowledgement is given to the EE at BoE meeting. 	<ul style="list-style-type: none"> UG / ITE: June – July PGT: October / November 	<ul style="list-style-type: none"> EE Chairs of BoE 		
Step 3	<ul style="list-style-type: none"> EE submits their reports from the BoE through Portico. AS scrutinises these reports. The Faculty Lead, Chair and BA, who will also receive the report through Portico, should start thinking of a response at this time. 	<ul style="list-style-type: none"> UG / ITE: June - August PGT: October - December 	<ul style="list-style-type: none"> EE AS Faculty Lead, Chair and BA of BoE 	<ul style="list-style-type: none"> Academic Manual – see External Examining Section in Chapter 6 Academic Manual – see ASER Section in Chapter 6 	<ul style="list-style-type: none"> EE should submit their report within four weeks of the BoE to assist the Department in considering comments in the ASER. From Summer 2015 EE Reports will contain graded recommendations as follows: <ul style="list-style-type: none"> Essential: Areas of concern which, in your [EE] opinion, place academic standards and/or the student learning experience at immediate risk and requires action before the start of the next academic year. Advisable: Areas of concern regarding threshold standards which, while

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					<p>currently being met, in your [EE] opinion, could be significantly improved.</p> <ul style="list-style-type: none"> • 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 and agreed by the Chair of EdCom (or nominee), this will be confirmed to the Department.
<p>Step 4</p>	<ul style="list-style-type: none"> • AS will request a response to recommendations from the Department if these recommendations require approval by the Chair of EdCom (or nominee). 	<ul style="list-style-type: none"> • UG / ITE: July – August • PGT: November - December 	<ul style="list-style-type: none"> • From AS to Departments (with a copy to the FT) 	<ul style="list-style-type: none"> • Academic Manual -- see External Examining Section in Chapter 6. • Academic Manual Chapter 6 Annexes - Template: Summary of Department Responses to EE Recommendations. 	<ul style="list-style-type: none"> • A template for Departments to initially record recommendations and responses can be found in the Annexes area of Chapter 6. • 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	<ul style="list-style-type: none"> Departments should submit to AS their response to identified recommendations for approval by the Chair of EdCom (or nominee). 	<ul style="list-style-type: none"> UG / ITE: August – September PGT: December - January 	<ul style="list-style-type: none"> From Departments to AS (with a copy to FT) 	<ul style="list-style-type: none"> Academic Manual -- see External Examining Section in Chapter 6 Academic Manual Chapter 6 Annexes – Overview of External Examining Reporting Process 	<ul style="list-style-type: none"> 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.
Step 6	<ul style="list-style-type: none"> Departments should start to address ‘Advisable’ and ‘Desirable’ recommendations raised in the EE Reports from the BoE. 	<ul style="list-style-type: none"> UG / ITE: August - September PGT: December - January 	<ul style="list-style-type: none"> Departments FT Staff and students 	<ul style="list-style-type: none"> Academic Manual Chapter 6 Annexes – Overview of External Examining Reporting Process 	<ul style="list-style-type: none"> FT should support Departments when drafting a response to ‘Advisable’ and/or ‘Desirable’ recommendations and if time permits, the Departments should involve staff and students.
Step 7	<ul style="list-style-type: none"> AS will approve and submit responses to identified recommendations to the Chair of EdCom / nominee. 	<ul style="list-style-type: none"> UG / ITE: August - September PGT: December - January 	<ul style="list-style-type: none"> AS to Chair of EdCom / nominee 	<ul style="list-style-type: none"> Academic Manual Chapter 6 Annexes – Overview of External Examining Reporting Process 	<ul style="list-style-type: none"> 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 8	<ul style="list-style-type: none"> The Chair of EdCom / nominee will give final approval of the responses to identified recommendations and will inform AS. 	<ul style="list-style-type: none"> UG / ITE: August - September PGT: December - January 	<ul style="list-style-type: none"> Chair of EdCom / nominee to AS 	<ul style="list-style-type: none"> Academic Manual Chapter 6 Annexes – Overview of External Examining Reporting Process 	
Step 9	<ul style="list-style-type: none"> AS will notify the Department of approval of the responses to identified recommendations. 	<ul style="list-style-type: none"> UG / ITE: August - October PGT: December - January 	<ul style="list-style-type: none"> AS confirms with the Department FT 	<ul style="list-style-type: none"> Academic Manual Chapter 6 Annexes - Template: Summary of Department Responses to EE recommendations 	<ul style="list-style-type: none"> Departments can record the approved response to identified recommendations on the template, Summary of Department Responses to EE Recommendations located in the Annexes area

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					in Chapter 6 of the Academic Manual.
Step 10	<ul style="list-style-type: none"> AS will notify the EE by formally responding to the identified recommendation on behalf of the Chair of EdCom / nominee and record the response on Portico. 	<ul style="list-style-type: none"> UG /ITE: August – October PGT: December - February 	<ul style="list-style-type: none"> AS will notify the EE 		<ul style="list-style-type: none"> 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). If the EE has provided 'Advisable' and 'Desirable' recommendations, a combined response to the EE will be required at a later stage (see step 12 below).
Step 11	<ul style="list-style-type: none"> Departments should aim to finalise responses to 'Advisable' and 'Desirable' recommendations raised in the EE Reports from the BoE. 	<ul style="list-style-type: none"> UG /ITE: September – October PGT: January – February 	<ul style="list-style-type: none"> Departments FT Staff and students 	<ul style="list-style-type: none"> Academic Manual Chapter 6 Annexes – Overview of External Examining Reporting Process 	<ul style="list-style-type: none"> FT should support Departments when drafting a response to 'Advisable' and/or 'Desirable' recommendations.
Step 12	<ul style="list-style-type: none"> The Department should submit a full response on Portico to EE following on from Step 11 above. 	<ul style="list-style-type: none"> UG /ITE: September – October PGT: January – February 	<ul style="list-style-type: none"> From Departments to EE FT AS 	<ul style="list-style-type: none"> Academic Manual Chapter 6 Annexes – Overview of External Examining Reporting Process 	<ul style="list-style-type: none"> At this stage all recommendations should have been responded to and the full response provided on Portico.
Step 13	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> UG / ITE: October – December PGT: February – April 	<ul style="list-style-type: none"> FT / Departments to FTC, DTC including SSCC 	<ul style="list-style-type: none"> Academic Manual Chapter 6 Annexes - Template: Summary of Department Responses to EE recommendations Academic Manual see ASER Section in Chapter 6 	<ul style="list-style-type: none"> FT and Head of Department / Chair of DTC will record themes, recommendations and responses on the template: Summary of Department Responses to EE recommendations and

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				<ul style="list-style-type: none"> • Academic Manual see Student Representation section in Chapter 6 for DTC; FTC and SSCC 	submit this as part of the ASER process.
Step 14	<ul style="list-style-type: none"> • Following on from Steps 12 and 13 above, Departmental summaries will be reviewed by AS to include in the Institutional Summary for the QRSC. 	<ul style="list-style-type: none"> • UG / ITE: October – December • PGT: February – April 	<ul style="list-style-type: none"> • From Departments / FT to AS • AS to Secretary of QRSC 	<ul style="list-style-type: none"> • Academic Manual see ASER Section in Chapter 6 • Academic Manual Chapter 6 Annexes – Overview of External Examining Reporting Process 	
Step 15	<ul style="list-style-type: none"> • The full EE report and Departmental response should be made available to students (via Portico and/or alternative methods). 	<ul style="list-style-type: none"> • UG / ITE: October – December • PGT: February – April 	<ul style="list-style-type: none"> • ASR • AS • Departments • UCLU 	<ul style="list-style-type: none"> • Academic Manual Chapter 6 Annexes – Overview of External Examining Reporting Process • UCLU 	<ul style="list-style-type: none"> • UCLU and Departments should brief students on this process.