

Quality Review Framework Annex 9.4.1:

Updated: March 2020

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
DC	Deputy Chair
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
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, DC of BoE and BAs ASR AS 	<ul style="list-style-type: none"> Academic Manual – see Chapters 4, Assessment Framework for Taught Programmes and 9, Quality Review Framework UCL Arena Centre 	<ul style="list-style-type: none"> BAs to direct colleagues to guidance on BoE. Support is available through UCL Arena Centre.
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 or DC 		
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, Deputy Chair and BAs, who will also receive the report through Portico, should start thinking of a full response to the entire report, including, 'Advisable', 'Desirable' recommendations and comments in the Additional Comments. 	<ul style="list-style-type: none"> UG / ITE: Date range: June - August PGT: Date range: October - December 	<ul style="list-style-type: none"> EE AS Faculty Lead, Chair, DC and BAs of BoE 	<ul style="list-style-type: none"> Academic Manual – see External Examining Section in Chapter 9 Academic Manual – see ASER Section in Chapter 9 	<ul style="list-style-type: none"> <i>EE should submit their report within four weeks of the BoE to assist the Department in considering comments in the ASER.</i> Note that EE Reports contain graded recommendations as follows: 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

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	<ul style="list-style-type: none"> Please note that all responses are due within 4 weeks of receipt of the EE report. 				<p>which, while 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, this will be confirmed to the Department.
Step 4	<ul style="list-style-type: none"> AS will inform the Chair, BAs, and relevant Faculty Colleagues of any recommendations that require a response that is approved by the Chair of EdCom (or nominee). Please note that Departments have four weeks to submit these responses onto Portico. 	<ul style="list-style-type: none"> UG / ITE: Date range: June - September PGT: Date range: October - 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 9. Academic Manual Chapter 9 Annexes - Template: Summary of Department Responses to EE Recommendations. 	<ul style="list-style-type: none"> An academic responsible for the BoE, i.e. the Chair, DC 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. <p>A template that Departments may use to initially record recommendations and responses can be found in the Annexes area of Chapter 9. The use of this template is optional, and is for use within the Department / Faculty only (it should not be sent to AS). This template cannot be uploaded onto Portico, however responses can be copied and pasted onto Portico.</p>

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Step 5	<ul style="list-style-type: none"> 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). 	<ul style="list-style-type: none"> UG / ITE: Date range*: June – September PGT: Date range*: October – December <p>*4 weeks from date EE report was received on Portico.</p>	<ul style="list-style-type: none"> Departments 	<ul style="list-style-type: none"> Academic Manual -- see External Examining Section in Chapter 9 Academic Manual Chapter 9 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. At this stage all recommendations should have been responded to and the full response provided on Portico.
Step 6	<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: Date range*: June – September PGT: Date range*: October – December <p>*4 weeks from date EE report was received on Portico.</p>	<ul style="list-style-type: none"> AS to Chair of EdCom / nominee 	<ul style="list-style-type: none"> Academic Manual Chapter 9 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 7	<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: Date range: June - September PGT: Date range: October - December 	<ul style="list-style-type: none"> Chair of EdCom / nominee to AS 	<ul style="list-style-type: none"> Academic Manual Chapter 9 Annexes – Overview of External Examining Reporting Process 	

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Step 8	<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: Date range: June – September PGT: Date range: October – December 	<ul style="list-style-type: none"> AS confirms with the Department FT 	<ul style="list-style-type: none"> Academic Manual Chapter 9 Annexes - Template: Summary of Department Responses to EE recommendations 	<ul style="list-style-type: none"> Optionally, 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 9 of the Academic Manual.
Step 9	<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. 	<ul style="list-style-type: none"> UG / ITE: Date range: June - September PGT: Date range: October - December 	<ul style="list-style-type: none"> AS will notify the EE 	<ul style="list-style-type: none"> Academic Manual Chapter 9 	<ul style="list-style-type: none"> AS will make the response available to the Chair, DC, Faculty Lead and BAs via Portico and eventually for Students to access (via Portico and/or alternative methods).
Step 10	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> UG /ITE: Date range: June - September PGT: Date range: October - December 	<ul style="list-style-type: none"> From Departments to EE FT AS 	<ul style="list-style-type: none"> Academic Manual Chapter 9 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.

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Step 11	<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 9 Annexes - Template: Summary of Department Responses to EE recommendations Academic Manual see ASER Section in Chapter 9 Academic Manual see Student Representation section in Chapter 9 for DTC; FTC and SSCC 	
Step 12	<ul style="list-style-type: none"> 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. 	<ul style="list-style-type: none"> UG / ITE: October – December UG ASER QRSC meeting: November PGT: February – April PGT ASER QRSC meeting: April 	<ul style="list-style-type: none"> AS to Secretary of QRSC 	<ul style="list-style-type: none"> Academic Manual see ASER Section in Chapter 9 Academic Manual Chapter 9 Annexes – Overview of External Examining Reporting Process 	
Step 13	<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: September - November PGT: January – March 	<ul style="list-style-type: none"> AS Departments UCLU 	<ul style="list-style-type: none"> Academic Manual Chapter 9 Annexes – Overview of External Examining Reporting Process UCLU 	<ul style="list-style-type: none"> UCLU and Departments should brief students on this process.