

General Guidance on responding to External Examiner Reports

Programme teams (and in the case of collaborative programmes, Link Tutors) should complete their response in the online WebHub Report and Response Tool, and submit it for approval as soon as possible.

Responses should be an extension of the relationship between examiner and School (and the partner, if appropriate). Through such correspondence the programme team and Director of School (and in the case of collaborative provision, the partner) can demonstrate a level of engagement with the examiner, and a willingness to debate the issues arising from the reports.

Some decisions can be made quickly and the actions reported, others may need further consideration or consultation and the External Examiner needs to be told how these will be progressed.

Programme teams should note that the final version of the report, containing formal responses, must be shared with students through Board of Study meetings and via Programme Information Sharepoint Sites. It is the responsibility of Programme Teams/Schools to ensure that External Examiner Reports and Responses are uploaded to the relevant Programme Sharepoint Information Site.

Data Protection

Please be reminded that these reports/responses are shared with students, colleagues, and – if required – other organisations such as PSRBs. Therefore, please ensure that in your responses, you do not include:

- individual names of staff and students
- Any information by which an individual could be identified, or by which they could identify themselves
- any information which is potentially sensitive or confidential

1. In summary, the responses will ensure that the following has taken place:
 - Thanks are given to the External Examiner for their comments in the report.
 - Specific issues/comments/concerns are addressed.
 - An outline is given of how, by whom and when these will be considered and/or addressed.
 - Details are given of where the report and response will be considered (Board of Study) and how action will be monitored and the External Examiner kept informed of progress.
 - If possible, and where applicable, there should be some description of how the report will inform monitoring and review processes.

2. Programme teams may find it useful to consider aspects of Teaching Excellence and Student Outcomes Framework (TEF) while writing their responses.
3. **Please note that any issues raised in the 'Institutional Issues' of the External Examiner Report which can only be addressed at Institutional Level, will be responded to by the Head of Quality and Standards. If it is judged that the issues raised in this section should be responded to at School or Faculty Level, this will be referred to the relevant School or Faculty by the Head of Quality and Standards.**