

QUALITY MANUAL: EXTERNAL EXAMINERS

This chapter covers the nomination and approval of External Examiners, how to extend an Examiner's term of office (in exceptional circumstances only), the induction, right to work, fee and expense arrangements, and finally External Examiner reporting and how to respond to the annual report.

1.1 Introduction

1.1.1 The University operates a two-tier Board of Examiner system; the Module Achievement Board (MAB) and the Progression and Award Board (PAB). To support this system, there are two separate External Examiner roles, the Module External Examiner and the Progression and Award External Examiner.

1.2 Responsibilities of Module External Examiners

1.2.1 Subject specialist External Examiners are appointed to modules rather than to courses. This allows modules that are shared across more than one course to have a consistent external perspective from a single External Examiner. It also allows the University to make the best use of the specialist knowledge of our External Examiners.

1.2.2 A Module External Examiner will not normally be appointed to more than 400 credits of modules. However, while all modules will have an appointed External Examiner to enable consultation where a modification is proposed, not all modules will have samples of assessed work to be reviewed, such as those at level 0 and level 4. This means that an External Examiner's overall credits may be higher than 400 but this will not involve more work.

1.2.3 Module External Examiners will attend meetings of Module Achievement Boards and provide an annual report at the end of their final Board of each academic year. The annual report will address the allocated modules and comment on the subject / course of which the modules form a part.

1.2.4 The role and responsibilities of the Module External Examiner are as follows:

- Review and approve draft examination papers;
- Review a sample of scripts for all components of assessment for all examinable modules to which they are appointed.
- Review the marking to determine if it is of an appropriate standard;
- Attend the relevant Module Achievement Boards of Examiners for the modules to which they are appointed;
- Judge the overall standards of student performance on the modules to which they are appointed;
- Ensure that published University procedures for marking are observed for the modules to which they are appointed;
- Comment on proposed minor modification to both the examinable and non-examinable modules to which they are appointed and new modules in related subject areas;
- Review and comment on the appropriateness of summative assessment tasks as a means of assessing the achievement of module learning outcomes.
- Bring to the attention of the Module Board of Examiners any issues relating to the delivery of the modules in the context of the course(s);
- Provide an annual written report after the final Module Board of Examiner meeting.

1.3 Responsibilities of Progression and Award External Examiners

1.3.1 The role and responsibilities of the Progression and Award External Examiner are to contribute to the decision of the Progression and Award Board (PAB) in respect of the Board's role to:

- Consider the overall profile of marks for each student and recommend students for awards or make recommendations for a course of action in the case of failure.
- Make recommendations about students, not in their final year, with regard to progression or make recommendations for a course of action in the case of a student not being eligible to progress to the next level.
- Award credit to students on modules passed by compensation.
- Ensure that the assessment process at a course level is operated in a fair and reliable manner making use of agreed degree classification criteria and in line with the University's Regulations and assessment procedures.
- Assure the appropriate standards for the awards.
- Consider any issues relating to the delivery of modules in the context of the course(s) as reported from Module Boards.

1.3.2 Each PAB will normally have a single PAB External Examiner. PAB External Examiners are appointed at institutional level, rather than to a specific PAB, allowing for some flexibility in setting up the PAB. PAB External Examiners do not need to be subject specialists as the PAB does not focus on individual assessments.

1.3.3 All PABs are held at an Institutional level to align with the calendars set by Registry in the operational schedule of Board of Examiners.

1.3.4 It is expected, but not mandatory, that PAB External Examiners will also be Module External Examiners.

1.4 External Examiners' Term of Office

1.4.1 The duration of an external examiner's appointment will normally be for four years, with an exceptional extension of one year to ensure continuity.

1.4.2 An External Examiner may be reappointed in exceptional circumstances but only after a period of five years or more has elapsed since their last appointment.

1.4.3 External examiners normally hold no more than two external examiner appointments for taught courses/modules at any point in time.

1.4.4 An application for an extension to an External Examiner's term of office will need to be made by Course Director to the External Examiner Appointments Panel and the Education and Student Experience Committee on behalf of Academic Board.

1.5 Extension of Duties

1.5.1 A course team may ask an External Examiner to take on additional duties. Where an External is happy to do so, an application for an extension to an External Examiner's duties will need to be made by the Primary Contact to the External Examiner Appointments Panel, and the Education and Student Experience Committee, on behalf of Academic Board.

1.5.2 An extension of duties will not normally involve an extension of the External Examiner's term of office.

1.6 Resignation or Retirement

1.6.1 Where an External Examiner is unable to continue with the role until the end of their appointment, or where an External Examiner is likely to be unavailable for an extended period of time during their appointment, the External Examiner should notify their Primary Contact in writing, as soon as possible. Notification should be in sufficient time to enable appropriate alternative arrangements to be made so as not to impact on the assessment process and the student experience.

- 1.6.2 Resignations by External Examiners will be reported to the Education and Student Experience Committee.
- 1.6.3 If an External Examiner retires from their home HEI during their term of office, then they will be permitted to remain in office as a CCCU External Examiner for a further 2 years. During this time, it is expected that a replacement for the External Examiner will be sought by the Primary Contact.
- 1.6.4 In all cases, the Primary Contact must notify the Quality and Standards Office and seek a replacement External Examiner to ensure continuity.

1.7 Rights of External Examiners

- 1.7.1 To support External Examiners in undertaking the role, the rights of External Examiners are as follows:
- External Examiners should have adequate access to all student work from the modules of which they are examining.
 - External Examiners are entitled to meet students for the purposes of induction or where there is a need to oversee practical assessments and should be given reasonable opportunity to do so. This also includes via online meetings if necessary.
 - External Examiners are guaranteed full independence to make judgements about the examination process and award of qualifications and no Examiner shall be dismissed for exercising such judgement;
 - No arrangement for marking made by Course Directors shall limit in any way the role of the External Examiner.

1.8 Responsibilities of the Primary Contact

- 1.8.1 All External Examiners will have a Primary Contact. The Primary Contact will be a Course Director, Module Leader or Academic Link Tutor from the group of courses the External Examiner's modules reside.
- 1.8.2 Throughout a Module External Examiner's term, it is the Primary Contact's responsibility to:
- Provide the External Examiner with induction briefing at the start of their appointment.
 - Provide the External Examiner with any draft examination papers for review and approval.
 - Provide the External Examiner with dates of meetings of Module Board of Examiners.
 - Provide the External Examiner with access to student work, including on VLE, prior to the meeting of the Module Achievement Board of Examiners.
 - Make arrangements for the External Examiner to meet with students on the relevant course(s), where necessary.
 - Act as the main point of contact for the External Examiner to answer any of their questions in relation to the University's operations, policies and procedures for Board of Examiner meetings, regulations, right to work checks and sampling student work.

1.9 Briefing and Induction Arrangements

University Briefing

- 1.9.1 Every new External Examiners will be invited to attend an online External Examiner Induction meeting held by the University's Quality and Standards Office. This will take place around September time of each academic year. The External Examiner Induction will include the following:
- Introduction to the University
 - Overview of the role and responsibilities of External Examiners
 - Briefing on the organisation of Examination Boards
- 1.9.2 All briefing information will be available to review on the Information for External Examiners section of the Quality and Standards Office website.

Briefing by Primary Contact

- 1.9.3 In addition to the University Briefing, the Primary Contact should carry out a course specific briefing which should include the opportunity for the External Examiner to meet with other staff and students where necessary. This meeting should be arranged by the Primary Contact directly and should cover:
- Intended learning outcomes of the relevant course(s), its modules and how these meet the requirements of the benchmark statements, the UK Quality Code for Higher Education: Section A and other external reference points, as appropriate
 - Syllabuses and teaching methods of the modules for which the External Examiner is responsible
 - Methods of assessment and marking criteria;
 - Guidance and/or a demonstration on how to access samples of work in Turnitin on Blackboard.
 - Regulations for the relevant course(s) including those concerned with compensation for failure and opportunities for reassessment;
 - External Examiner's role in relation to the examining team as a whole.
- 1.9.4 PAB External Examiners should be briefed by their Primary Contact. The briefing should cover:
- External Examiner role in relation to the Progression and Award Board.
 - Structure and organisation of the Progression and Award Board including dates of meetings.
 - University regulations for awards.
 - Details of the courses being considered.
- 1.9.5 Upon their appointment, a new Module External Examiner will also receive from their Primary Contact:
- A written statement about the place of the relevant examinations within the context of the relevant course(s)
 - A written statement about the organisation and phasing of relevant curriculum
 - Information about the arrangements for examination of work and the Module Achievement Board of Examiner date
 - Any course specific information, including a copy of the Course Specification(s) and Course Handbook(s) for the relevant course(s);
 - Module handbooks for the modules for which the External Examiner is responsible.

1.10 Reviewing Student Work

- 1.10.1 In line with the University's marking and moderation policy, External Examiners will be required to review a representative sample of work from across the mark bandings.
- 1.10.2 A representative sample is considered to be a sample of work from marks or grades spread across the range, including fails.
- 1.10.3 There is no requirement for all failed pieces of work to be in the moderation sample.
- 1.10.4 Where work is submitted via an alternative platform (other than Turnitin), the Course Director will liaise with the External Examiner to provide an appropriate sample in line with the above requirements.
- 1.10.5 External Examiners are not permitted to write remarks on students' work. Comments should be recorded as part of your annual report. All comments made relating to individual assessment may potentially be made available to students under the Data Protection Act 2018.
- 1.10.6 All External Examiners are entitled to a University computing account upon appointment. Staff Accounts are set up automatically once the External Examiner has completed their Right to Work check. Failure to complete the Right to Work Check will delay External Examiner set up on the University system. It is therefore essential the right to work check is completed before they start their duties.

1.10.7 Once a Staff account has been set up, HR will advise the External Examiner of their username and how to log on to the VLE. The primary contact will be responsible for ensuring that an External Examiner has access to the relevant VLE sites to enable them to undertake their external examining duties.

1.10.8 Once an External Examiner has a University computing account, the primary contact will grant them copies to previous External Examiner's reports and associated course responses upon request.

1.11 External Examiner attendance at Board of Examiner Meetings

1.11.1 All External Examiner are full members of the relevant University Board of Examiners.

1.11.2 External Examiners have the right to attend any meeting of a Board of Examiners of which they are a member. Where this is the case, they must do so from a location where they will not be disturbed by others and where the confidentiality of the Board of Examiner meeting will be maintained for the whole duration of the meeting.

1.11.3 Module External Examiners are expected to attend at least one out of the two exam boards that are held within the academic year, preferably the final Board of Examiner meeting.

1.11.4 Progression and Award Board of Examiners are expected to attend the PABs to which they have been invited.

1.11.5 It is the Primary Contact's responsibility to ensure that the External Examiner is provided with the relevant Board of Examiner meeting date so that they may submit the above-mentioned confirmation prior to the main Board of Examiner meeting.

1.11.6 Prior to the Module Achievement Board of Examiners meeting, the Module External Examiner must submit written confirmation (email) to their Primary Contact of the following:

- Reviewed the students' work from the allocated modules
- Satisfied that threshold academic standards have been maintained and that the assessment process measures student achievement rigorously and fairly
- Happy for the Chair of Module Achievement Board to sign-off the profiles for the relevant modules.

1.11.7 The written confirmation will be accepted by the Module Achievement Board of Examiner members if the External Examiner is unable to attend the final Board of Examiner meeting.

1.11.8 Where an External Examiner raises concerns about module profiles, or if there are significant issues identified by the course, discussions should take place in the relevant Module Achievement Board of Examiner meeting with the attendance of the External Examiner so that a final decision can be agreed, in line with the University regulations.

1.11.9 The Primary Contact must ensure that the External Examiner has access to the full set of documentation provided to Board of Examiner members. In order to ensure the integrity of the process, all documentation should be provided to the External Examiner by secure means, such as via a restricted-access Blackboard site or in hard copy sent by Special Delivery.

1.11.10 Where the External Examiner is unable to attend the Board of Examiners, the Primary Contact will:

- Convey to the External Examiner a report on the proceedings as soon as practicable after the meeting
- Obtain the written agreement of the External Examiner as to the decisions taken.

1.11.11 The absent External Examiner should provide written agreement for any decisions taken where it was agreed that any External Examiner present would not confirm the decisions of the Board of Examiners on behalf of the absentee.

1.12 External Examiner Annual Reports

1.12.1 The purpose of a Module External Examiner annual report is to: -

- Enable the relevant Course Director(s), internal examiners, the Faculty, and the Academic Board and its committees to judge whether academic quality and standards are being maintained;

- Make any necessary improvements; and to further develop the relevant course(s), immediately or at the next review as appropriate. It follows that this report is vital in the whole process of course review.

1.12.2 The purpose of a PAB External Examiner annual report is to provide assurance to Faculty Deans and Faculty Quality Committees of the following: -

- the written University procedures for progression, award and classification are being observed; that threshold standards are being maintained;
- the standards set for the award are appropriate for the level of the qualification.

1.12.3 Module External Examiner and PAB External Examiner Reports should be completed on the formal University templates.

1.13 Responses to External Examiner Reports

1.13.1 Once the External Examiner annual report is received, it is expected that all relevant course teams will contribute towards a written response to a report covering their modules (Response to the External Examiner Report). This should be a single document, which will highlight any good practice identified, discuss issues raised and draw attention to any actions that will be taken.

1.13.2 The consideration of a Module External Examiner's comments and the response is the responsibility of the whole relevant course team and not of a single individual or select group of individuals; as such should be discussed at such bodies as Boards of Study, Course Management Committees, and Student-Staff Liaison Committees.

1.13.3 The consideration of a Module External Examiner's comments and the response is the responsibility of the whole relevant course team and not of a single individual or select group of individuals; as such a report should be discussed at such bodies as Boards of Study, Course Management Committees, Course Boards and Student-Staff Liaison Committees.

1.13.4 The Head of School shall:

- consider for approval the response written to a Module External Examiner report;
- ensure that a report is made available to all members of academic staff teaching on the relevant course(s) including collaborative partners (where applicable) and all students on the relevant course(s);
- ensure that all issues raised by a Module External Examiner, either in their report or through other aspects of their role, are identified, including those for which action has already been taken, and given due consideration by the relevant course team(s);
- ensure that appropriate action is taken in response to all issues raised by a Module External Examiner, or ensure that the reasons why no action is taken are noted. Such actions will be communicated to all stakeholders in the relevant modules, including the Module External Examiner and, where appropriate, external bodies. Such actions will be monitored and evaluated through the course monitoring process
- ensure that when a Module External Examiners raises a significant issue, one that if not rectified threatens the standards of a module or course, the issue is reported on the appropriate pro forma to the Faculty Quality Committee, and thereafter to the Quality Monitoring and Review Sub-Committee. The reporting of the issue should also include how the issue will be addressed.

1.13.5 The Faculty Director of Quality shall:

- read all Module External Examiner Annual Reports for all courses managed by their faculty;
- ensure that each School Board of Study addresses all issues of significance related to quality matters and escalates issues to the University following the approved process;
- inform the Dean of Faculty of any issue of serious concern raised in an External Examiner's report;
- inform the Director of Quality and Standards of any serious issue of concern to the University arising in Module External Examiners' reports;
- inform the appropriate Faculty Director of Quality of any issue which is related to another faculty where there is joint working;

- ensure that any issue of significance, is considered by the Faculty Quality Committee, together with the action taken or to be taken in response;
- submit an annual report on issues raised in Module External Examiner reports to the Education and Student Experience Committee, normally in Semester 2.

1.13.6 The Faculty Director of Learning and Teaching shall:

- read all Module External Examiner Reports for all courses managed by their faculty;
- ensure that each School Board of Study addresses all issues of significance related to learning and teaching matters and escalates issues to the University following the approved process
- inform the Dean of Faculty of any issue of serious concern raised in an External Examiner's report
- inform the Director of Learning and Teaching of any serious issue of concern to the University arising in Module External Examiners' reports related to Learning and Teaching
- inform the appropriate Faculty Director of Learning and Teaching of any issue which is related to another faculty where there is joint working;
- ensure that any issue of significance, is considered by the Faculty Learning and Teaching Committee, together with the action taken or to be taken in response;
- (vii) Contribute to the Faculty's annual report on issues raised in Module External Examiner reports to the Education and Student Experience Committee, normally in Semester 2.

1.13.7 The Director of Quality and Standards shall:

- read a sample of Module External Examiner reports;
- draw to the attention of the relevant Faculty Director of Quality any issues of significance that relate to that faculty;
- inform the Deputy Vice-Chancellor of any issue of serious concern to the University, to enable the Vice-Chancellor to be made aware. This will enable the Vice-Chancellor to take any immediate action needed in the light of a serious issue raised in a report by a Module External Examiner;
- ensure that any issue of significance is considered by the Quality Monitoring and Review Sub-Committee, together with the action taken or to be taken in response;
- submit an annual report on issues raised in Module External Examiner reports to the Education and Student Experience Committee, for consideration by the Academic Board normally in the Lent Term.

1.13.8 The Quality and Standards Office shall:

- Authorise payment for the External Examiner once the report has been received.
- Make the report available to all staff and students of the University.

1.14 Consideration of Progress and Award Board External Examiner Reports and Feedback to Progress and Award Board External Examiners

1.14.1 On receipt of a PAB External Examiner report, the Faculty Director of Quality will ensure that:

- All issues raised by the PAB External Examiner, either in their report or through other aspects of their role, are identified, including those for which action has already been taken, and given due consideration.
- Appropriate action is taken in response to all issues raised by the PAB External Examiner, or that the reason why no action is taken is noted. Such actions will be communicated to the Faculty Quality Committee.
- The Chair of the PAB will produce the response to the PAB External Examiner. Where the Chair is the Faculty Dean, the response will clearly not require approval. If the Chair was the Dean's nominee, the response will need to be approved by the Dean.

- Any report that suggests a serious problem, or one requiring urgent attention, the Faculty Director of Quality will contact the Director of Quality and Standards who will take the matter forward to the Deputy Vice-Chancellor directly.

1.15 Right to Work Checks

- 1.15.1 The University has a responsibility to check that external examiners have the right to work in the UK before work commences. Right to Work checks are a necessary step in getting External Examiners set up on HR&OD's staff record (enabling the payment of fees and expenses, and access to the VLE).
- 1.15.2 A Right to Work check would normally involve seeing the External Examiner with their passport in person (or other approved documentation) and any relevant visa and making a signed copy. Currently, Right to Work Checks are being carried out virtually via Microsoft Teams by the Quality and Standards Office.
- 1.15.3 The online Right to Work Check will be carried out by the Quality and Standards Office. As part of this process, all newly appointed External Examiners will be sent the following documentation to complete and return to external-examiners@canterbury.ac.uk
- Personal Details form
 - HMRC form
 - Photo of the picture section of their passport with the passport number clearly visible.
- 1.15.4 The External Examiner will also be required to take part in a 5-minute video call via MS Teams with a member of the Quality and Standards team who will verify that the passport photo is an exact likeness, as well as take a screenshot of the passport. These details will be sent to the University's HR department who will produce a Staff Account for the External Examiner.

1.16 External Examiner Access to Blackboard and Other Computer Systems

- 1.16.1 External Examiner access to the University's Virtual Learning Environment (VLE) Blackboard is given to enable an External Examiner to effectively carry out their duties and/or to facilitate access to the documentation required to enable them to carry out their duties effectively.
- 1.16.2 All External Examiners are entitled to a University computing account upon appointment. Staff Accounts are set up automatically once the External Examiner has completed their Right to Work check. Failure to complete the Right to Work Check will delay External Examiner set up on the University system. It is therefore essential the right to work check is completed before they start their duties.
- 1.16.3 Once a Staff account has been set up, HR will advise the External Examiner of their username and how to log on to the VLE. The Quality and Standards Office will also advise the primary contact of the External Examiner's username. The primary contact will be responsible for ensuring that an External Examiner has access to the relevant VLE sites to enable them to undertake their external examining duties.
- 1.16.4 External Examiners will be provided with access to the module Blackboards and will be able to review student work from across the mark bandings. The primary contact will provide a demonstration at their External Examiner briefing on how to access work in Turnitin.
- 1.16.5 Once an External Examiner has a University computing account, the primary contact will grant them have access to previous External Examiner's reports and associated course responses through the Staff intranet, upon request.

1.17 Payment of External Examiner Fees

- 1.17.1 External Examiner fees are paid through the Quality and Standards Office to the amount of the fee set at the beginning of the term of office in the Confirmation of Appointment Letter and/or any subsequent Confirmation of Extension letters.
- 1.17.2 The fee for a Module External Examiner is based on the total credits for modules in their appointment in which samples of assessments are reviewed. As discussed above in point 2.2.2, not all modules will have samples of assessments to be reviewed, such as those at level 0 and level 4, and therefore will not count

towards a Module External Examiner's fee. This is set out in the University Policy on the Payment of External Examiners Fee.

- For credits up to 240 a fee of £300 will be paid;
- For credits between 245 and 320 the fee will be £400;
- For credits more than 320 credits the fee will be £500.
- PAB External Examiners receive a fixed fee of £100.

1.17.3 Payment is made on the submission of the External Examiner's Annual Report (subject to 6.1.5). External Examiners for the Doctorate in Clinical Psychology are an exception to this rule; fees are paid at the end of the academic year when the course team can assess the division of labour. Fees can therefore change year on year for those External Examiners.

1.17.4 As long as an External Examiner has submitted completed Payroll forms, and a Right to Work check has been satisfactorily undertaken, the University (QSO) will automatically process the fee payment upon receipt of the report and no further action is required by the External Examiner.

1.17.5 External Examiner fee payments are processed via the University's Payroll system on the PAYE system. There is one payment run per month with forms needing to be submitted by around the 7th of the month for payment on the last working day of the month. Please note that if you submit your report after the cut-off date you will not be paid until the following month.

1.17.6 External Examiners can access their payslips via the University's self-service system, Staff Space. Information on accessing the Staff Space system and how to view payslips can be found in Appendix 10 of the External Examiner Handbook.

1.17.7 Essential additional visits will attract an additional fee of £50 per half day. Payment for additional days visits, if not set out in the Confirmation of Appointment Letter and/or any subsequent Confirmation of Extension letters, requires a claim to be submitted to the Quality and Standards Office on an annual basis.

1.18 Claiming Expenses

1.18.1 Normally External Examiners are expected to make their own travel arrangements and claim this back through expenses from the University. The University can assist with accommodation arrangements providing sufficient notice is given.

1.18.2 Where External Examiners do make arrangements themselves and for all other expenses incurred, they will be reimbursed by the School in which the modules sit to which you are the appointed External Examiner. All expenses claims must be submitted on the University Expenses Claim form <https://www.canterbury.ac.uk/quality-and-standards-office/external-examiners/information-for-external-examiners.aspx>

1.18.3 Claims must be made in line with the University Guidance on Expenses for External Examiners.

1.19 Guidance on Drawing Up Responses to External Examiner Reports

General points:

1. A single response can be made to a number of reports for the same course, as long as each external examiner can be reassured that their points are addressed.
2. For the avoidance of doubt, the response should be addressed directly to the External Examiner. It is not a response to the University.
3. Responses can be formulated in a number of ways. Versions using bullet point and other formats may be used. All issues identified in the report requiring action should be responded to using the action plan table, but there may be commentary alongside this.
4. Responses to external examiner reports are public documents that will be made available to all staff and students at the University, and must, therefore, be written in appropriate academic style, and must not contain typographical errors. The academic title of the external examiner must be used, and individual staff and students must not be mentioned by name or be identifiable in any way. Roles should be used to identify those responsible for completing actions within the action plan table.

Suggested structure for a response to an external examiner's report:

1. Welcome the positive points in the report and to highlight areas of good practice.
2. Identify those areas which the external examiner report recognises as best practice and worthy of dissemination across the University, and describe how the matter is being taken forward. [Referral to institutional committees is not the only possible route.]
3. Identify the actions taken in response to points raised by the external examiner that unless addressed might indicate a failure to meet national expectations or might threaten the standard of the award. An example of this is where assessment methods are not designed well enough to meet the course learning outcomes. This response should be completed in consultation with the Faculty Director of Quality who will advise on whether the issue is of a significance that requires reporting separately to the university, if this has not already occurred. The specific actions to be taken should be included in the action plan table within the response template.
4. Identify the actions taken or to be taken in response to points raised by the external examiner that are matters of academic choice where the course team or department wishes to take positive action in response to these points to enhance the course. The specific actions to be taken should be included in the action plan table within the response template.
5. Discuss those issues raised by the external examiner where the course / school does not wish to take up the external examiner's suggestions. Please note that this applies only where the external examiner is reflecting on something that is a matter of academic choice.
6. External examiners' reports often raise issues where the University has taken a different policy stance. It is likely that the University has taken that decision for good reasons and will not wish to change that policy without substantial evidence that the current position is not the appropriate one. State that the issue raised conflicts with university policy and note the stance that the course team, school or faculty has decided to take in the light of the comment. This might be that the issue has been passed on for discussion or that the issue is to be taken no

farther. The Quality and Standards Office or the Faculty Director of Quality will be happy to advise.