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Sent by email to [julian.satterthwaite@manchester.ac.uk](mailto:julian.satterthwaite@manchester.ac.uk)

28 July 2017

Dear Dr Satterthwaite,

**Re: Institutional Response: External Examiner Annual Report 2016–2017**

I am writing further to the receipt of your External Examiner's Report for the BDS (Intermediate).

Your Report has been considered by the School in accordance with our approved procedures. I am, therefore, now in a position to respond on behalf of the Vice-Chancellor to the main points you had raised.

**Issues Highlighted**

1. Lack of feedback on External Examiner comments of draft exam papers.
2. Suggested enhancements in the training of new Internal Examiners.
3. Suggested provision of a simple ID badge/label to assist with identification/clarification of correct candidate.
4. In the light of welcome moves in standard setting and score normalisation, encouragement for further developments in conjunction with a flexible question structure.

**The following response has been provided on behalf of the School:**

1. The School will review the feedback given in response to your feedback on summative questions to facilitate the quality assurance process. This is the

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first year the online system was used and the process will be undoubtedly be refined as part of ongoing QA enhancements.

2. The School will review the process of developing new Internal Examiners and ensure that appropriate introduction and training is given.
3. The students will be allocated a label with their examination number for the next academic year.
4. The School are introducing SBA questions into Year 2 BDS as from next academic year with a view to rolling through to Year 3 in the academic year 2018/2019.

**The University is pleased to note your positive comments including:**

1. your positive indications regarding the programme structure, academic standards and assessment process;
2. fair and robust marking process;
3. introduction of standard setting and score normalisation;
4. good calibration/examiner training exercise.

I hope that you will find this response satisfactory and we thank you for your continued support of the programme.

In order to meet the expectations of the QAA Quality Code, both the External Examiner Annual Report and this Institutional Response will be published on the University website and will be available to all students and staff.

The University's provision of the formal Institutional Response is not intended to constrain direct communication between schools and their External Examiners. Schools are encouraged to discuss with their External Examiners any matters of detail raised in their Reports and, more widely, any issues impacting on the quality and standards of awards, including possible changes to programmes.

We are most grateful for your comments and for your support in this matter.

Yours sincerely,



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