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Sent by email to Dr Gillian Jones

10 September 2019

Dear Dr Jones,

Re: Institutional Response: External Examiner Annual Report 2018/19

I am writing further to the receipt of your reports for the CertHE in Dental Nursing, the DipHE in Dental Hygiene, and the BSc in Dental Therapy and Dental Hygiene.

Your reports have been considered by colleagues in the School and is the basis of this combined Institutional Response on behalf of the Vice-Chancellor. The School will also use its contents to help inform their [Annual Review and Enhancement](#) process and where appropriate, [Periodic Review](#).

The University is pleased to note your positive comments including:

1. Your positive indications regarding the programme structures, academic standards and assessment processes.
2. The organisation of the assessments is excellent and the use of appropriate standard setting and training of internal examiners is to be commended.
3. Individuals qualifying with the Certificate continue to be sought after as employees.
4. The opportunity for students to work within general dental practice to gain appropriate clinical experience alongside the support from the high quality academic and practical programme delivered within the Cardiff School of Dentistry is to be envied.
5. It was pleasing to see the new Periodontal Classification has already been introduced
6. The use of the 'veto' in the Case Presentations is an invaluable and essential option to ensure students are ready to practice at the level of a safe-beginner as designated by the General Dental Council.



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7. It is to be commended that candidates continue to reflect the use of evidence during their Case Presentations.
8. I am pleased to note that the use of compensation between the written case presentation and the 'viva' discussion will no longer be used with the introduction of the 'Unseen Case' next year.
9. I would like to thank the team for their support in enabling me to effectively undertake my role as external examiner.

Issues highlighted in your report and response provided by the School:

1. ***Year-on-Year Comments:*** *The School may need to consider the timing of assessments to allow both academic and administrative staff more time between assessments to avoid additional stress and unnecessary increased pressure.*

Thank you for your constructive feedback in regard to our examination processes and your ongoing support. In regard to the assessment workload for staff the Director of Assessment will review the assessment timings with the new Programme Lead at the beginning of the coming academic year to identify potential new assessment timetabling opportunities. Any planned changes will be released to the External Examiners for quality assurance and information.

We hope that you will find this response satisfactory and 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's [Public Information website](#) and will be available to all students and staff.

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

Yours sincerely,



Mr Simon Wright
Academic Registrar