



Academic & Student Support Services
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Sent by email to gill.jones@plymouth.ac.uk

17 October 2016

Dear Mrs Jones,

Re: Institutional Response: External Examiner Annual Report 2015–2016

I am writing further to the receipt of your External Examiner's Report for the BSc in Dental Therapy and Dental Hygiene.

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.

Issue Highlighted

Recommended use of psychometrics to benchmarks internal examiner training, standard setting and internal marking.

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

Thank you for these observations. The School is committed to improving its quality assurance and is pleased to advise that a psychometrician has recently been appointed. This will contribute to the more robust approach as identified.

The Director of Assessment and Feedback will be working closely with the Programme Director to further develop the calibration of Internal Examiners, building on the use of electronic training software to deliver the required training for oral examinations as well the full introduction of standard setting and benchmarking.

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The School will be pleased to make psychometrics available to External Examiners prior to the start of assessments in 2017.

The University is pleased to note your positive comments including:

1. your positive indications regarding the programme structure, academic standards and assessment process;
2. helpful and inclusive communications with programme and administrative teams;
3. comprehensive Programme information;
4. very well structured and competently delivered Programme with real commitment from all staff.

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,



Mr Simon Wright
Academic Registrar