



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

17 October 2016

Dear Ms 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 Certificate of Higher Education in Dental Nursing.

Your Report has been considered by the Deanery 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

In the context of your positive observations on OSCE assessments, the importance for new stations to be robustly tested to ensure they perform as predicated and assessors are confident of the outcomes.

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

The Programme Team agrees that new stations should be robustly tested. To this end a new test station was introduced to the 1st year OSCEs which was calibrated and Angoff standardised. This station will now be introduced as part of the programme's ongoing re-evaluation of all OSCE assessments including the marking schemes and their association with the programmes learning outcomes.

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The University is pleased to note your positive comments including:

1. positive indications regarding the programme structure, academic standards and assessment process;
2. commendation of the commitment and focus of the internal examiners and of the administrative support;
3. well-managed training and standard-setting for internal examiners and use of appropriate psychometrics;
4. timely responses to External Examiner comments;
5. experienced and committed Programme Team's demonstrating attention to detail and commitment to developing and refining the course and the assessment processes.

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