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Sent by email to gill.jones@plymouth.ac.uk

10 July 2017

Dear Dr Jones,

Re: Institutional Response: External Examiner Report 2016 – 2017

I am writing further to the receipt of your External Examiner's Report for the Certificate of Higher Education in Dental Nursing.

In accordance with our standard practice, a copy of the Report is being forwarded to the Wales Deanery (Postgraduate Medical and Dental Education), who will use its contents to help inform its Annual Review and Enhancement process. The University is pleased to note your positive comments, including:

- 1. your positive indications regarding the programme structure, academic standards and assessment process;**
- 2. well-managed training and standard setting for internal examiners and the use of appropriate psychometrics;**
- 3. well-constructed written assessments providing comprehensive and inclusive tests of knowledge and understanding at an appropriate level;**
- 4. significant year-on-year programme improvements delivered by a focused, effective and committed programme team.**

Your Report does not appear to raise any specific issues that require a more detailed response. Accordingly, the Wales Deanery has not been asked to respond formally to the Report.

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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 publically.

The University's provision of the formal Institutional Response is not intended to constrain direct communication between the Wales Deanery and their External Examiners. The Wales Deanery is 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