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Sent by email to Dr Gillian Jones

27 July 2018

Dear Dr Jones,

Re: Institutional Response: External Examiner Annual Report 2017/18

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

Your report does not appear to raise any specific issues that require a more detailed response therefore the School has not been asked to provide a formal response.

Your report will be considered by the School and will also be used 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 comments regarding the programme structure, academic standards and assessment process;
2. The modules are well balanced and the learning outcomes are robustly tested and successful candidates can be assured they are well prepared for the workplace.
3. Learning disabilities are managed well and student support is extremely comprehensive.
4. Psychometric analysis and reporting is effectively used and students can be reassured the assessment systems are robust and fit for purpose.

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5. Feedback from External Examiners, staff and students is always considered and reflected on by the team and the course action plans reflect this.
6. External Examiner information is received in a timely manner and time is always given to consider papers before assessments. A range of student scripts are always received after each assessment for review and can confirm appropriate benchmarking of markers and standard setting has taken place and this is reflected in the quality and consistency of marking.

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'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