

ANNUAL QUALITY IMPROVEMENT REPORT 2015/16

Appendix 3: External Examiners' report

Graduate Diploma in Veterinary Nursing

This appendix contains Course Directors' responses to 2015/16 External Examiners' comments and updates to actions from 2014/15 External Examiners' report (if applicable).

As Course Directors please ensure you reflect on External Examiners' comments in the Course Review section. Please ensure that any actions to be taken in response to these comments have been recorded in your Annual Quality Improvement Report.

For support or advice please contact Ana Filipovic, Academic Quality Officer 'Standards', afilipovic@rvc.ac.uk, 01707666938

Collaborative Report

Exam board meeting: 03-Aug-2016

Graduate Diploma in Professional and Clinical Veterinary Nursing, 2015/16 (Bridging Modules & Year 1)

Lead examiner: Mrs Andrea Jeffrey

Collaborating examiner(s): Ms Danielle Banks

The Programme

Please comment, as appropriate, on the following aspects of the programme:

1.1 Course content

No change in course content

Response from college requested: **NO**

1.2 Learning objectives, and the extent to which they were met

these are clearly met through teaching and the way in which they are assessed is clearly mapped

Response from college requested: **NO**

1.3 Teaching methods

we continue to recognise the innovative teaching methods used on the programme and how well the students engage with them and do not believe that any change is required in what is currently done

Response from college requested: **NO**

1.4 Resources (in so far as they affected the assessment)

no issues highlighted in regard to resources

Response from college requested: **NO**

1.5 Please provide any additional comments and recommendations regarding the Programme

This continues to be led by an enthusiastic and dedicated course leader with a strong team supporting the delivery of teaching. There are currently issues in terms of administrative support for the programme which has resulted in the course leader having to undertake more administrative duties than previously but we understand that this is in the process of being resolved

Response from college requested: **YES**

COURSE DIRECTOR: Ms Perdi Welsh

Course Director Response:

As Course Director, I have highlighted some of the administrative issues associated with the restructure of course support last year and as far as I am aware, some of these concerns are being reviewed by relevant personnel. Ultimately, it is understood that the level and amount of course support has been reduced and this has an impact on the amount of time that academic staff must spend on certain administrative duties associated with running modules previously covered by the administrative manager.

Action Required:

Action Deadline:

Action assigned to:

Student performance

Please comment, as appropriate, on:

2.1 Students' performance in relation to those at a similar stage on comparable courses in other institutions, where this is known to you

as stated in previous reports this is a unique programme of delivery and therefore a comparison cannot be made, however we have noted that there has been an improvement in the quality of the writing skills of the students in all written assignments

Response from college requested: **YES**

COURSE DIRECTOR: Ms Perdi Welsh

Course Director Response:

We are delighted to see an improvement in the quality of writing skills of our learners and are pleased that the External Examiners have also noted this improvement. We believe that the overall improvement is largely due to the recently revised content and activities of the Contemporary Study Skills module and the continuing learner support sessions provided by the Learning Development Team.

Action Required:

Action Deadline:

Action assigned to:

2.2 Quality of candidates' knowledge and skills, with particular reference to those at the top, middle or bottom of the range

within each of the grade boundaries reviewed the students knowledge and understanding were clearly reflected within the marks awarded. As per previous report , we agree with examiner decisions on grade marks of students we reviewed

Response from college requested: **NO**

2.3 Please provide any additional comments and recommendations regarding the students' performance

none

Response from college requested: **NO**

Assessment Procedures

Please comment, as appropriate, on:

3.1 Assessment methods (relevance to learning objectives and curriculum)

no change to assessment methods , however we note that a more current article has been used for the assessment in Evidence Based Veterinary Nursing

Response from college requested: **NO**

3.2 Extent to which assessment procedures are rigorous

Rigorous procedures in place - clear use of sample markers and appropriate use of external examiners . All scripts are clearly annotated

Response from college requested: **NO**

3.3 Consistency of the level of assessment with the Framework for Higher Education Qualifications (FHEQ)

No concerns relating to this

Response from college requested: **NO**

3.4 Standard of marking

the standard of marking is good , but there are differences in the way in which scripts are annotated by markers across the different modules. There is currently a transition to full computer marking and this means that there is not a standardised approach to the way in which feedback is recorded , due to design differences between the paper and on line feedback grids

Response from college requested: **YES**

COURSE DIRECTOR: Ms Perdi Welsh

Course Director Response:

Last year we made the transition to using the OCM system in Learn for submission and marking of summative written assignments. We experienced some technical glitches in the past which made it difficult for markers to use the system successfully and this resulted in different people using different methods to overcome some of these issues. We were pleased that the technical glitches were resolved for this most recent submission and the focus now will be to ensure that all markers provide annotations on the learners' scripts and on the feedback form (in OCM) in a more standardised way across all modules.

Action Required:

Action Deadline:

Action assigned to:

3.5 In your view, are the procedures for assessment and the determination of awards sound and fairly conducted? (e.g. Briefing, Exam administration, marking arrangements, Board of Examiners, participation by External Examiners)

yes

Response from college requested: **NO**

3.6 Opinion on changes to the assessment procedures from previous years in which you have examined

no changes have occurred

Response from college requested: NO

3.7 Please provide any additional comments and recommendations regarding the procedures

none

Response from college requested: NO

General Statements

4.1 Comments I have made in previous years have been addressed to my satisfaction

Yes

Additional comments, particularly if your answer was no:

Response from college requested: NO

4.2 An acceptable response has been made

Yes

Additional comments, particularly if your answer was no:

Response from college requested: NO

4.3 I approved the papers for the Examination

Yes

Additional comments, particularly if your answer was no:

Response from college requested: NO

4.4 I was able to scrutinise an adequate sample of students' work and marks to enable me to carry out my duties

Yes

Additional comments, particularly if your answer was no:

Response from college requested: NO

4.5 I attended the meeting of the Board of Examiners held to approve the results of the Examination

Yes

Additional comments, particularly if your answer was no:

Response from college requested: NO

4.6 Candidates were considered impartially and fairly

Yes

Additional comments, particularly if your answer was no:

Response from college requested: NO

4.7 The standards set for the awards are appropriate for qualifications at this level, in this subject

Yes

Additional comments, particularly if your answer was no:

Response from college requested: NO

4.8 The standards of student performance are comparable with similar programmes or subjects in other UK institutions with which I am familiar

N/A

Additional comments, particularly if your answer was no:

Response from college requested: NO

4.9 I have received enough support to carry out my role

Yes

Additional comments, particularly if your answer was no:

Response from college requested: NO

4.10 I have received sufficient information to carry out my role (where information was insufficient, please give details)

Yes

Additional comments, particularly if your answer was no:

Response from college requested: NO

4.11 Appropriate procedures and processes have been followed

Yes

Additional comments, particularly if your answer was no:

Response from college requested: NO

4.12 The processes for assessment and the determination of awards are sound

Yes

Additional comments, particularly if your answer was no:

Response from college requested: NO

Completion

If you have identified any areas of good practice, please comment more fully here. We may use information provided in our annual external examining report:

5.1 Do you have any suggestions for improvements based on experience at other institutes? We may use information provided in our annual external examining report:

innovative assessment , exceptional student support

Response from college requested: NO

5.2 External Examiner comments: For College information only (Responses to External Examiners are published on the College's website. Please only use this box to add any comments that you wish to remain confidential, if any)

Response from college requested: NO

Collaborative Report

Exam board meeting: 12-Oct-2016

Graduate Diploma in Professional and Clinical Veterinary Nursing, 2015/16 (Year 2)

Lead examiner: Mrs Andrea Jeffrey

Collaborating examiner(s): Ms Danielle Banks

The Programme

Please comment, as appropriate, on the following aspects of the programme:

1.1 Course content

There has been no change to the course content since the last external examiner visit

Response from college requested: **NO**

1.2 Learning objectives, and the extent to which they were met

Clearly mapped to assessment . Module descriptors seen with clear mapping between lecture synopses and learning outcomes

Response from college requested: **NO**

1.3 Teaching methods

no comment

Response from college requested: **NO**

1.4 Resources (in so far as they affected the assessment)

no issues

Response from college requested: **NO**

1.5 Please provide any additional comments and recommendations regarding the Programme

Response from college requested: **NO**

Student performance

Please comment, as appropriate, on:

2.1 Students' performance in relation to those at a similar stage on comparable courses in other institutions, where this is known to you

This is a unique programme in terms of post graduate veterinary nursing however , the students are working at the expected level

Response from college requested: **NO**

2.2 Quality of candidates' knowledge and skills, with particular reference to those at the top, middle or bottom of the range

The students knowledge and skills clearly equate to the learning outcomes and the marking criteria for each of the component parts of the module assessments

Response from college requested: **NO**

2.3 Please provide any additional comments and recommendations regarding the students' performance

Response from college requested: **NO**

Assessment Procedures

Please comment, as appropriate, on:

3.1 Assessment methods (relevance to learning objectives and curriculum)

Assessment method has not changed since previous academic year , the assessment methods cover breadth and depth and are appropriate for this type of student

Response from college requested: **NO**

3.2 Extent to which assessment procedures are rigorous

there are clear SOPs around first and second marking and the changes this academic year make sense in terms of a second marker answering yes or no to two questions regarding marking rather than giving a second mark

Response from college requested: **NO**

3.3 Consistency of the level of assessment with the Framework for Higher Education Qualifications (FHEQ)

it is consistent

Response from college requested: **NO**

3.4 Standard of marking

there is a difference in the annotation of scripts across the modules which make it difficult for an external to see how marks are allocated

Response from college requested: **YES**

COURSE DIRECTOR: Ms Perdi Welsh

Course Director Response:

The External Examiner notified us of one internal marker whose annotations on learners' exams scripts was significantly different in style to other markers and not of the same quality as the other markers. Annotations were present, but it was difficult to determine how and where this particular marker awarded points and it was not obvious how they reached their overall mark for each of the learners' answers to each of the questions. This was raised and discussed at the exam board and agreed that the marker needs to be given feedback and further training on annotation of exam scripts and summative written assignments.

Action Required:

The identified marker will be given feedback on how they currently annotate summative exam scripts and written assignments and further training on annotation of both will be provided.

Action Deadline:

01-Apr-2017

Action assigned to:

Course Director Perdi Welsh

3.5 In your view, are the procedures for assessment and the determination of awards sound and fairly conducted? (e.g. Briefing, Exam administration, marking arrangements, Board of Examiners, participation by External Examiners)

yes

Response from college requested: **NO**

3.6 Opinion on changes to the assessment procedures from previous years in which you have examined

see 3.2 above above

Response from college requested: NO

3.7 Please provide any additional comments and recommendations regarding the procedures

no further comments to make

Response from college requested: NO

General Statements

4.1 Comments I have made in previous years have been addressed to my satisfaction

Yes

Additional comments, particularly if your answer was no:

Response from college requested: NO

4.2 An acceptable response has been made

Yes

Additional comments, particularly if your answer was no:

Response from college requested: NO

4.3 I approved the papers for the Examination

Yes

Additional comments, particularly if your answer was no:

Response from college requested: NO

4.4 I was able to scrutinise an adequate sample of students' work and marks to enable me to carry out my duties

Yes

Additional comments, particularly if your answer was no:

Response from college requested: NO

4.5 I attended the meeting of the Board of Examiners held to approve the results of the Examination

Yes

Additional comments, particularly if your answer was no:

Response from college requested: NO

4.6 Candidates were considered impartially and fairly

Yes

Additional comments, particularly if your answer was no:

Response from college requested: NO

4.7 The standards set for the awards are appropriate for qualifications at this level, in this subject

Yes

Additional comments, particularly if your answer was no:

Response from college requested: NO

4.8 The standards of student performance are comparable with similar programmes or subjects in other UK institutions with which I am familiar

Yes

Additional comments, particularly if your answer was no:

Response from college requested: NO

4.9 I have received enough support to carry out my role

Yes

Additional comments, particularly if your answer was no:

The exams office and programme director are extremely helpful to me in my role as external

Response from college requested: NO

4.10 I have received sufficient information to carry out my role (where information was insufficient, please give details)

Yes

Additional comments, particularly if your answer was no:

Response from college requested: NO

4.11 Appropriate procedures and processes have been followed

Yes

Additional comments, particularly if your answer was no:

Response from college requested: NO

4.12 The processes for assessment and the determination of awards are sound

Yes

Additional comments, particularly if your answer was no:

Response from college requested: NO

Completion

If you have identified any areas of good practice, please comment more fully here. We may use information provided in our annual external examining report:

5.1 Do you have any suggestions for improvements based on experience at other institutes? We may use information provided in our annual external examining report:

my only comment is that in order for students to learn and improve at this academic level there could be a more formalised process of feedback around the EPCRs 1 & 2 where it is clear students have seen feedback and responded to it and have fed that forwards to their next piece of work

Response from college requested: NO

COURSE DIRECTOR: Ms Perdi Welsh

Course Director Response:

The Course Director continues to trial an online 'feedback loop' system, whereby learners submit a self-assessment before their formative EPCR, and then a follow-up action plan once they have received their tutor's feedback. The aim is that through this tool used during the formative assessment activities, our learners are able to self-assess their individual learning needs and identify how they can further improve their work. They will also be able to self-select to use this tool for written summative assessment activities if they wish.

Action Required:

Action Deadline:

Action assigned to:

5.2 External Examiner comments: For College information only (Responses to External Examiners are published on the College's website. Please only use this box to add any comments that you wish to remain confidential, if any)

Response from college requested: NO