

MINUTES OF A MEETING OF THE LEARNING AND QUALITY COMMITTEE

Thursday 14th November 2013 at 6pm at NWHC - Seminar Room - Nuneaton Campus

Present: Mrs S Beckett, Mr P Cashian (Chair), Mr C Garnham, Dr P Lavender and Dr J Walsh.

In attendance: Mrs L Broadaway (Interim AP - Customer Service and Community Partnerships)
Mrs A Guerrini (Interim AP - Customer Service and Community Partnerships),
Mrs L Penrose (VP - CQ) and Mrs R Marshall (Clerk).

Members agreed that the presentation would be dealt with at the start of the meeting and that agenda item 2.5 would be considered following section 1 of the agenda.

2. Learning Teaching and Assessment

2.1 Briefing from Customer Services

Mrs Broadaway commenced her presentation by setting out the scope of the Customer Service Team (which was part of the wider Community Partnerships directorate) and highlighting the range of services and support which it offered. Particular areas included:

- i. admissions - recruitment and engagement;
- ii. careers education, information, advice and guidance (CEIAG) and the development of a bespoke CEIAG package which was being successfully sold to local schools;
- iii. bursary awards.

Mrs Broadaway then identified the strengths of the Team, the awards that it had achieved and the impact that it had made on retention and achievement rates and improving learning and teaching.

A particular area of interest for Members was the work the Team was undertaking in respect of promoting Equality and Diversity. Key areas related to the student recruitment interview process, the provision of learning support and the promotion of inclusivity in bursary awards. Members discussed high needs students and what the College provided for them, including the difference between learner support and learning support and how the different types of provision were integrated. Members were then informed about the innovative work being undertaken in respect of ensuring the provision of transport into College for students.

Mrs Broadway then went on to outline the challenges faced by the Team, the strategies being adopted to meet those challenges and the impact they were having.

Members thanked Mrs Broadaway for her interesting presentation and the excellent work of the Customer Service Team.

(Mrs Broadway left the meeting at 7.10pm)

1. Routine and Standing Items

1.1 Apologies for Absence

Apologies were received from Mrs M Plant and Mr M Shelton.

1.2 Declarations of Interest

No declarations of interest were made.

1.3 **The Minutes of the Last Meeting**

The minutes of a meeting held on 19th September 2013 were agreed to be a correct record of that meeting. (Proposer: Mrs Beckett; seconder: Dr Lavender).

Schedule of Actions

See the attached schedule.

- i. Action 8: it was agreed that this action should be re-opened as Members had not had the opportunity to test the dashboard.
- ii. Action 13: the discussion would be held at the December Corporation meeting.

Matters Arising

There were no matters arising.

2. **Learning Teaching and Assessment**

2.5 **Student Voice Report incorporating the Comments, Compliments and Complaints Annual Report**

Mrs Guerrini introduced the paper, explaining that the 3Cs Report (Comments, Compliments and Complaints) had been incorporated into the Student Voice Report. The 3C's Report was now in its third year and fairly well embedded with two years data demonstrating increasing numbers of reported compliments and complaints and decreasing numbers of comments. Key matters identified were:

- i. That complaints were being dealt with more quickly.
- ii. The 3Cs campaign was to be reinvigorated via social media to increase the number of comments received from students.
- iii. Customers Service were responsible for overseeing the process.
- iv. The data had been analysed by the Team Leader for Student Engagement and feedback was provided to Directors to act upon. This was not a sophisticated process and further work was required to improve it.
- v. The 'You Said, We Did' campaign needed to be further publicised.
- vi. It was important to inform individual members of staff about compliments received relating to them and the use of MyBox to provide more immediate feedback was being considered.
- vii. It was intended that more feedback concerning learning and teaching would be captured.
- viii. The Student Experience Team was proactive in delivering Student Voice tutorials, developing internal student ambassadors and promoting involvement in the Student Union.

Members asked the following questions:

- i. Whether students were more likely to complain if they paid tuition fees?
Mrs Guerrini explained that was not captured within the data for 2012-2013.
- ii. What the reason was for the 3Cs Report not being a separate report?
Mrs Guerrini stated that it had been a separate report until a decision was taken to amalgamate it with the Student Voice Report.
- iii. That reflection on what customers were receiving was more important than detail regarding the complaints received.

Members commented that they were pleased to have received the Student Voice Report,

as this had been missing from the information the Committee received and it highlighted the importance of receiving assurance as to the quality of the Student Voice work. There needed to be consideration as to how this assurance could be received in terms of involvement of the Student Voice and the information relating to it. **ACTION 16 COMMITTEE**

Members then discussed the College's Student Union in respect of its membership; the challenges faced during its set up, including recruiting students to relevant Union roles and interaction with other college student unions.

Following discussion, Members thanked Mrs Guerrini and received the paper.

(Mrs Guerrini left the meeting at 7.30pm)

2.2 Verbal Update

i. Recruitment

Mrs Penrose gave the following update:

- i. Enrolment numbers were 400 short of target, however this position was very similar to the same time last year and significant work was being undertaken in respect of reviewing part time places and considering the business partnership offer.
- ii. The position was further complicated due to the non-functioning of the Skills Funding Agency (SFA) software which calculated income earned.
- iii. Normally 10% of students enrolled withdrew within the 42 day cut off period; this had reduced to 6.7% with 146 students withdrawing.
- iv. Courses were being re-offered in January 2014 in five key areas.

Members discussed the impact of the failure of the SFA software.

ii. Achievement and Success

Mrs Penrose presented the final success rate position for 2012-2013 with the headline success rate being 90.3%, an increase of 2.3% on the previous year.

Members asked whether student destination data was collected. Mrs Penrose confirmed that the data was collected internally, but the process of checking that data was still being considered. A report on the position would be made at the next meeting. **ACTION 17 LP**

iii. Achieve Outstanding

Mrs Penrose explained that the issue as to the College achieving 'outstanding' as judged by Ofsted, would be a question for Members to consider at Conference taking into account resource issues, what was meant by 'outstanding' and how it should be defined (i.e. according to Ofsted or by some internally agreed method).

2.3 Update on Self-Assessment Report and Quality Improvement Plan

Mrs Penrose explained that the internal validation process of the Self-Assessment Report for both curriculum and support areas had been undertaken and that the external validation process was taking place on 25th November 2013. The briefing for Members was to take place on 28th November 2013, with the Report being presented to the Corporation on 12th December 2013.

2.4 Stakeholder Feedback Report

Mrs Penrose introduced the Report which had been presented to the Corporation at its meeting on 24th October 2013. It had unfortunately not been possible to present the Report to the Committee before the Corporation due to timing problems. Mrs Penrose went on to highlight the following matters:

- i. The results of the Report were generally positive.
- ii. The most disappointing outcomes were those from the Higher Education (HE) survey, which was made up of a small cohort of students surveyed. A significant amount of work was being undertaken in this area as a consequence.

Members discussed the College website which had been raised as an issue within the Report.

- iii. It was identified that a significant issue for the College, was the number of stakeholder surveys being promoted. Rationalisation was therefore being undertaken.

Members discussed this issue in some depth.

In response to a Member's question, Mrs Penrose confirmed that it was likely that an inspection of the HE provision would take place in 2015-2016.

Following discussion, Members received the paper.

2.6i **Equality and Diversity Annual Report**

Mrs Penrose introduced the paper which was to be published in compliance with the Equality Act 2010.

Mr Garnham explained that as Member with Special Responsibility for Equality and Diversity, he had met with Mrs Barton to discuss the format and content of the Report.

Members indicated that further work was required to demonstrate how Equality and Diversity was embedded in learning and teaching and within curriculum development and that the Report should tell a story as to how the College promoted Equality and Diversity, its impact on learning and teaching and how peoples' life chances were improved.

Following discussion, it was agreed that a number of improvements be made to the Report before it was presented to the Corporation on 12th December 2013, including the inclusion of more examples of the promotion of Equality and Diversity throughout the College, a sharper focus on the equality objectives and a more concise and focused action plan.

Following discussion, Members agreed to recommend the Equality Scheme with the proposed amendments to the Corporation at its meeting on 12th December 2013.

2.6ii **Draft Federation Equality and Diversity Strategy**

Mrs Penrose introduced the paper which set out the Federation's vision for Equality and Diversity and its strategic priorities. The strategy was a joint approach by both North Warwickshire & Hinckley College and South Leicestershire College to provide added value by working together to achieve each College's Equality Duty. Mrs Penrose asked Members to comment on the draft document.

Members identified the following points:

- i. That the document was very aspirational and some strategic priorities identified within it were would be very difficult to measure.
- ii. That there should be a single action plan across both Colleges.
- iii. How the document would translate into reality?
- iv. There should be a significant focus on the Equality Duty and Objectives and the strategic objectives should be designed to meet these.
- v. That the document should be a high level strategic document.

Mrs Penrose thanked Members for their feedback and confirmed that a further draft of the Federation Equality and Diversity Strategy would be presented to the Committee.

Following discussion, Members received the paper.

3. Governance

3.1 Risk Report Review

Mrs Marshall introduced the paper and explained that presentation of the Risk Report to the Committee was in response to recent discussion by Committee Chairs concerning risks relating to Committees' terms of reference. Mrs Marshall asked Members to consider how they wished the Risk Report to be presented going forward.

Following discussion, Members agreed that they were interested in seeing risk trends (worsening or improving) and the activity for managing risks providing appropriate assurance. It was agreed that the Risk Report should be considered at the next meeting.

4. Other Matters

4.1 Meeting Summary Review

Mr Cashian highlighted the following matters:

- i. The Committee had heard about the excellent (and often hidden) work being undertaken by the Customer Services Team and were delighted to hear about a number of initiatives where Equality and Diversity issues were actively being considered, particularly the developments in respect of providing transport and the promotion of inclusivity in the bursary awards.
- ii. Discussion relating to the Student Voice had highlighted the need for Members to have a better appreciation of the Student Voice and what students actually thought. It was also be a useful exercise to discover how the College mission and values were impacting on students.
- iii. The Committee had found it useful to see the whole College risk report and were agreed that it was important that mitigating actions were being undertaken. Following discussion it was agreed that it was more important to routinely see the Corporation risk report.

4.2 Release of Papers

Members agreed that all papers should be released with the exception of:

- i. Agenda item 2.6ii - draft Federation Equality and Diversity Strategy due to it being information planned for publication in advance of that publication.

4.3 Date of the Next Meeting

Members agreed that the date and time of the next meeting would be Thursday 16th January 2014 at 6pm at a venue to be agreed.

The meeting ended at 9.10pm

Signed: Date:

Schedule of Actions - Learning and Quality Committee - 21st November 2013

Meeting Date	Action No.	Minute Reference	Action	By Whom	By When	Action Status
26.11.12	4.	5.	Updated QIP to be presented to the Task Group.	VP (CQ)	7.2.13 onwards	Complete Included within the Committee business planner
11.4.13 / 6.6.13	8.	6ii. / 6ii	Arrangements to be made to 'test' the dashboard with Corporation Members.	AP(LSD)/ Chair SQP	18.7.13	Ongoing To be made once development is ready
11.4.13	10.	9.	Consideration of new whole College risk relating to equality and diversity development and embedding across the College.	Chair of SQP	6.6.13	Complete
6.6.13	13.	9. / 10.	Discussion brought to Corporation on Corporation's role in supporting good teaching, learning and assessment.	VP (C&Q)	Autumn Conference: 8-9 Nov 2013.	To be dealt with on 12.12.13
19.9.13	15.	3.2	Risk report to be updated appropriately.	Clerk	14.11.13	Deferred to 16.1.14
21.11.13	16.	2.5	Consideration as involvement of the Student Voice within the Committee and what information relating to Student Voice to be received by the Committee.	Committee	20.3.14	
21.11.13	17.	2.2ii	Report on the student destination data position.	VP (CQ)	19.1.14	