

CANTERBURY COLLEGE

Minutes of the MEETING OF THE QUALITY COMMITTEE MONDAY, 13 JUNE 2011 AT 5.30 PM IN ROOM J221

MEMBERSHIP: Barry Brooks, Paul Barrett, Penny Williams, Angela Tithecott, Pasha Hughes, Alison Clarke (Principal)

Advising: Advising:
Jon Dent - Director of Quality
Rachel Mann – Director of HE & International Provision
Lut Stewart – Director of Student Support Services
Mark Hill - Director of Business Development and Associated Services
Dr Rod Haveland-Smith – External Adviser

In Attendance: Helen Topliss, Faculty Head, Health, Public Services & Care
Section Managers – Science, Humanities & Landbased
Section Managers, Health, Public Services & Care

Fiona Gardiner – Clerk to the Corporation

Italics denotes absence

**481 APOLOGIES
NOTED**

- i. Apologies were received from Pasha Hughes.

**482 DECLARATION OF INTEREST
NOTED**

- i. Barry Brooks declared his interest in Tribal Group

**483 MINUTES OF THE MEETING OF 17 MARCH 2011
RESOLVED**

- i. The Minutes of the meeting of 17 March 2011 were agreed as correct and signed by the Chair.

**484 MATTERS ARISING
NOTED**

- i. The 80% success rate required for a Grade 1 in Teaching and Learning was noted.
- ii. Teaching and Learning figures were sent to the Chair on 5th April as requested.
- iii. Workload issues in the Faculty of Foundation and Supported Learning were noted.

**485 COLLEGE PERFORMANCE REPORT
NOTED**

- i. Attendance has been static at 81% for the past 3 years. It is currently 83% against a target of 85%.
- ii. Retention was previously 88% and is now 91%. Members noted that the long courses show a retention level below this figure. It was advised that higher retention figures on the more successful courses skew the figures due to the volume of students on these courses.
- iii. The College is currently at 102.5% of its 16-18 SLN target whilst achieving 97.9% of its Learner Number target.
- iv. Members noted that Maths and English qualifications will become more important in the future. It was noted that students lack an understanding of the importance of English and Maths.
- v. Members asked if Maths and English should be embedded in the Curriculum but were advised that the current plan will require them to be assessed separately.
- vi. Members asked that future Quality reports give exact student numbers along with the percentage figure.
- vii. Dance and Drama, Engineering, Public Health, Hairdressing, HE Access and Sport have all seen significant improvements in retention.
- viii. Travel and Tourism, Supported and Foundation Learning and Sheppey have shown a drop in retention. Members were advised that retention is tracked monthly with Section Managers. Actions follow through from attendance and students are given 1:1s and tutorials to assist them with their attendance and this is an on-going process throughout the year. It was noted that by improving the learner experience, retention will improve. Retention figures are released to management every 2 weeks and Faculty Heads have to sign-off withdrawals personally. The top 3 reasons for students leaving are analysed to show why, when etc. Data shows that there are particular times when withdrawals are greater and this has been incorporated into planning for next year in order to target these particular times.
- ix. Red Alert meetings regularly take place to monitor on-going issues. 'At Risk' registers have been developed to target students most likely to be susceptible to withdrawal.

- x. The Red Alert review is now completed and 11 have been removed from the list and 6 are highlighted for closure.
- xi. The success rate is currently 91% against a College target of 95%.
- xii. Attendance is 83% at March 2011, 3% higher than last year.
- xiii. Members stated their concern that for a five day week, 83% attendance means nearly 1 day in every 5 is lost.
- xiv. It was advised that the most common reason for withdrawals is the quality of Teaching and Learning in the classroom. Also timetabling can cause an issue if for example there is only one lesson scheduled in for a day, students are less likely to attend. Also, the need for students to feel included as part of College life is important to keeping them attending.
- xv. There are a different range of strategies in place to improve the learner experience so students feel included i.e. team building exercises, and mentoring.
- xvi. Members noted that there is lots of data available regarding retention and strategies need to be formulated to address the issues.
- xvii. Members noted from the CRO responses that some areas have consistently got poor reviews over recent years i.e. 14% of students who, when asked if lessons were well planned, stated No. It was advised that this was often due to staff sickness where classes were covered by other staff. Although the lesson had taken place, because students didn't have the lecturer they were expecting, they stated that this was poor planning. It was noted that there are some areas of poor performance, such as student feedback, that need more improvement.
- xviii. It was noted that more students agreed that tutorials are meeting students' needs but this still needs some improvement.
- xix. Section Managers and Faculty Heads respond to individual student issues regarding their dissatisfaction and address these issues with individual lecturers.
- xx. Audits of tutorials are done on the quality of the tutorials and the feedback is then given to the staff.
- xxi. Teaching and Learning (T&L) – 50% of teaching and learning is satisfactory compared to the National figure of 36%. Members agreed that this was not acceptable.
- xxii. Members noted that the profile of T&L for Science and Maths has improved this year.
- xxiii. The profile of T&L for English, Motor Vehicles, Building Services, IT and Supported Learning have all deteriorated this year.
- xxiv. Members noted the following strategies are being put in place to bring about improvement:
 - a. Section Managers to target members of staff for Advanced Practitioner support, particularly grade 3 sessions
 - b. Section Managers to ensure staff CPD is linked to development points identified in developmental observations
 - c. Mandatory training sessions and re-observations for specific members of staff for grade 3 and 4.
 - d. Faculty Heads to construct T&L development plans giving the specifics of improvements needed incorporating key findings of external consultants.
- xxv. Good and better teaching profile has dropped by 12.2% to 61.8% on the previous academic year. The level of grade 1 teaching has decreased by 4.9% to 14.1%, level 2 has decreased by 7.3% to 47.7%, level 3 has increased by 9.2% to 34.2% and grade 4 has increased by 2.9% to 3.9%.
- xxvi. Members noted this decline could be attributed to the fact that grading is far more focused on the learning and attainment achieved in the classroom and that each area is graded by someone from outside that area, thereby giving a fairer judgement on the standard of T&L.
- xxvii. Members expressed their pleasure that the Science and Maths faculty had shown significant improvements and Rachel Mann and Steve Moore should be congratulated on this improvement.
- xxviii. The College currently has 61.8% of good or better teaching against a national average of 65%.
- xxix. Grade 1 T&L sessions were in Beauty (7), Sheppey College (6) and Uniformed Public Services (4).
- xxx. Most improved areas were noted as Science and Maths, Media, Construction
- xxxi. Members were asked how examples of good practice are shared across the College. A selection of Section Managers meet and share good practice each week. Also, good practice is put on the VLE, CanDoodle and on email.
- xxxii. Members asked how the College deals with those staff that don't take on best practice. Each training session has a practical outcome to ensure staff can take away useable skills and best practice is easily accessible to all lecturers. It was noted that more needs to be done to follow-up on those who don't take up best practice. It was agreed to report methods of follow-up to the next meeting.

RESOLVED

- i. That future Quality reports give exact student numbers along with the percentage figure.
- ii. That a report on the process of following up on lecturers who do not take on best practice, be reported to the next meeting.

486 FACULTY OF SCIENCE, HUMANITIES & LANDBASED NOTED

- i. The Faculty consists of Animal Care, Science, Maths and Land-based studies, Social Sciences, Humanities and Languages
- ii. Strengths for 2009/10 were noted as improved facilities in Animal Care and Floristry, Induction Qualification success rates in Animal Care is 97.9% and A levels 97.7%, SAR Grade 1 for T&L in languages, literature and culture.
- iii. Weaknesses for 2009/10 were noted as lack of Section Managers, T&L profiles, attendance, Student satisfaction in Science and Maths and Success rates on some courses

- iv. Key actions for 2010/11 are noted as recruitment to Section Manager posts, working to improve T&L, improving attendance, listening and responding to learner views and initiatives to improve success rates.
- v. Impact of the above actions to date are noted as newly appointed Section Managers, all 5 areas in top 15 sections for T&L, attendance up by 4%, improved retention to 91% and student satisfaction in Science and Maths still low.
- vi. The use of the Red Alert report has led to formation of an Action Plan which has pulled the section up considerably.
- vii. There is a lack of consistency in attendance. When courses have low number of students i.e. Spanish has 9 students, when 1 leaves, it has a big impact on the figures.
- viii. A three weekly turnaround of contacting students if there is poor attendance needs to be more rigorously adhered to.

RESOLVED

- i. The report and its recommendations were noted.

487 FACULTY OF HEALTH, PUBLIC SERVICES & CARE NOTED

- i. Sections within the Faculty are noted as Dental, Health and Social Care, Early Childhood Education and, Public Services
- ii. Strengths for 2009-10 were noted as high enrolment numbers of students in Public Services and Early Childhood Education, Grade 1 awarded by Cache and City and Guilds to Early Childhood Education and Health and Safety for work based learning, Improving attendance throughout the year, Improved success rates in Public Services at level 1 and 2, More stable staff – lower sickness and staff turnover
- iii. Weaknesses in 2009-10 are noted as timely success rates for Counselling, low success rate in Dental Nursing and some NVQs, student satisfaction levels, retention, achievement and success at level 3 in Public Health and Health and Safety, Key Skills success rate, poor use of academic and performance review procedures, low value added scores in Health and Safety and Public Services.
- iv. Key Actions for 2010-11 are noted as overarching strategy for improving success rates including rigorous, regular and detailed monitoring of progress on all action plans and provision, introduction of innovations regarding attendance and retention monitoring, introduction of on-line portfolios to raise student participation, consistent approach towards usage of the misconduct and academic poor performance procedure both for learners and staff, more focused delivery of Functional Skills with more support from Section Managers and central team, self accreditation for all Counselling courses, greater emphasis on value added scores in Public Services and Level 3 courses, new team of 3 dental nurses recruited to teach dental course, more support in the workplace for NVQs, support from Advanced Practitioners to promote active learning and regular focus groups held and actions reported back to students and consistent and fair management of staff
- v. Impact of the above actions were noted as predicted red alert courses success rated Public Services L3 76%, up from 53.2%, Health Care L3 75%, up from 39%, retention on red alert courses now 93% for Public Services Yr 1 and 93% Care Yr 1, overall retention rate up by 10% across the Faculty, overall predicted success up by 10% across the Faculty, staff sickness reduced by 57% and staff turnover reduced by 71% since 08/09, Functional skills predicted success rates considerably higher than last year, value added scores for Level 3 increased by 40% in Public Services, higher recruitment numbers on Dental courses and raised student satisfaction in CR02 across the Faculty.
- vi. Student weekly tracking takes place along with group profiles to match students' needs.
- vii. Faculty has worked much better as a team over the past two years including the sharing of expertise amongst staff.
- viii. Students are rewarded for minimum levels of achievement to help increase the value added benefit for students.
- ix. Success rates for Health and Social Care and Public Services are improved by about 10% this year but Early Years success rate will be down due to the number of health issues amongst students as well as social economic issues that seem to have hit this course hard this year. A lack of hands-on experience has been a hindrance but this has been improved with the introduction of more placements which should have a positive impact on retention.

RESOLVED

- i. The report and its recommendations were noted.

488 STUDENT SUPPORT SERVICES REPORT

- i. The Director of Student Support Services currently also has responsibility for Sheppey and Foundation Learning, including Supported Learning
- ii. Progress is being made in the 14-16 provision.
- iii. A review is currently being undertaken of the Foundation Learning programmes including ESOL and this will be concluded by the end of June.
- iv. Sheppey College is making improvements and there is to be a change in curriculum provision to help increase recruitment numbers next year.

- v. Supported Learning at Sheppey is currently under review.
- vi. The Nursery Garden has been installed.
- vii. The Student Union has been shortlisted for one of the top 3 Student Unions nationally.
- viii. Tony Payne, Activities Manager, has been nominated for an award for outstanding contribution to developing the student voice.
- ix. Future focussed financial support for students to replace EMA is yet to be confirmed and may impact on student progression.
- x. £1,181 raised in fundraising for block 17. Positive feedback from staff was received in regard to this event being held.
- xi. A new initiative 'Life Skills for University' is being held in conjunction with other local schools to prepare students for University life.
- xii. A multi agency meeting took place for the first time involving the Police and the National Information and Learning Technology Agency and this will be embedded as part of the Directorate's business in the next academic year.
- xiii. Counselling take up and resolution has been very successful.
- xiv. The inspection for the BDA Dyslexia Friendly Quality Mark Award is to take place in July 2011.

RESOLVED

- i. The recommendations in the report noted.

489 BUSINESS DEVELOPMENT REPORT

NOTED

- i. The TQS award given was conditional, the full award was missed by 2%. The full process could be redone but as TQS is no longer going to receive funding, it has been decided not to proceed with the award. The conditional status will remain until a replacement award is taken up. Lots of positive actions resulting from applying for the award remain in place and will be carried forward.
- ii. Alternative ways of working on the DWP project need to be considered. The CTR is working well and income generated to date is £725,505 against a year end target of £900,000.
- iii. 58 out of 200 placements by CTR are apprenticeships.
- iv. Full cost recovery leadership and management programmes are being trialled and although the College has withdrawn from the Windsor Group, it is hoped some of these courses can be run across KAFEC and an income of £12,000 is expected by year end with 30% being staff CPD and 70% private business income.
- v. A National Skills Academy for Retail supported by SkillsMart is being set up at the College with it being the central training hub for East Kent. This gives exclusivity of courses to the College.
- vi. Hoteliers and restaurants have been involved at the College and 26 potential trainees have been identified including 2 apprenticeships at quality establishments.
- vii. Project work is less than expected as ESF/SFA funding expired at the end of March. The College is currently working with Job Centre Plus. New projects with NEETS and new ESF projects are being looked into.
- viii. Marketing and Publicity is a high area of work. The College Prospectus has been sent out by Royal Mail rather than with free papers resulting in an uplift of 10% in enquiries.
- ix. New College apps will go live in September.
- x. Relationships are currently being developed with Whitefriars, increasing the College's profile in the town centre.
- xi. There has been an increase in events and corporate hire of the College's facilities.
- xii. In Work Based Learning, recruitment is 165% against plan and the full contract value of £1,048,915 is on target to be achieved.
- xiii. Current success rate for apprenticeships is 68.1% against a National figure of 75.3%. Timeliness is 64.4% against a National figure of 63.6%. There has been an upward trend over the last 4 years but overall success will be focused on over the coming year.
- xiv. Train2Gain has achieved above the national rates on overall success and timeliness and has achieved its funding targets. The provision will now move over to apprenticeships and SME.
- xv. New projects involve the Plymouth Brethren and Windfarm progression on the Isle of Sheppey.
- xvi. Several College students have achieved medals at the World Skills awards
- xvii. Members asked if the success of the Whitefriars project can be replicated at Westwood Cross. It was advised that this would be looked at, the College is currently working with Ashford Town Centre.
- xviii. Members asked if the College was matching its media usage to prospective students and looking at niches in the market. It was advised that stakeholder meetings take place regularly and the College has a Client Management System that allows the College to target specific students and employers with particular relevant information.
- xix. Members asked how assessment takes place in the work place for WBL students. It was agreed that this is an area of weakness and will be focused upon as an area for Triennial review next year.
- xx. The Employer Responsive area will form a more detailed part of the SAR next year.
- xxi. It was agreed that the Audit process for Apprenticeships needs more focus and more employer feedback needs to be undertaken. 88% of employers advised they were very satisfied last year.

RESOLVED

- i. The recommendations in the reports are noted.

490 FACULTY UPDATE REPORTS

NOTED

- i. The Faculty reports for Art, Design and Media, Engineering and Construction, ICT Retail and Commercial, Sheppey College and Higher Education were duly noted.

RESOLVED

- i. The recommendations in the reports are noted.

491 REVIEW OF GOVERNANCE AND TERMS OF REFERENCE

NOTED

- i. The Committee approved the Terms of Reference.
- ii. The Committee thanked Rod Haveland-Smith for his commitment and contribution to the Committee as Quality Advisor and wished him well in the future.

492 DATE OF NEXT MEETING

RESOLVED

- i. The next meeting is scheduled for **Monday, 21 November 2011 at 5.30 pm.**

493 EVALUATION OF THE MEETING

- i. Members noted the evaluation report.
- ii. The evaluation of the meeting was completed by members of the Committee.