

**The College of West Anglia**  
**Minutes of Performance Review and Quality Committee**  
**2 December 2009 – 10.00 am Board Room**

<b>Present</b>	Kate Atherton	Chair
	Di Atkinson	
	Paul Cotton	
	David Pomfret	Principal
<b>Attending</b>	Andrew England	Head of Organisational Development and Quality
	Arlene Clark	Executive Director, Curriculum and Learning
	Hilary Reid	Clerk to the Corporation

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**1 Apologies**

Cheri Crosley.

**2 Minutes of the previous Meeting – 30 September 2009**

The Minutes of the meeting of 30 September 2009 were agreed as an accurate record and signed by the Chair.

**3 Matters Arising**

**(i) Page 4 Item 9 – Complaints reporting**

The action requested at the previous meeting had been taken into account in preparing the comments for the latest report.

**4 Self Assessment Report (SAR) 2008-2009**

The Head of Organisational Development and Quality presented extracts from the SAR 2008-2009 for review and comment by governors. It was noted that Key Question 1 and Key Question 5 would be finalised once all SARs had been generated.

He highlighted the following from the draft KQ1 tabled paper:

- Overall College success rates were up at 80% - an improvement on the two previous years. Excluding Key Skills, the success rate was 81%.
- Long qualifications for 16-18 were up by 3%; 19+ 1%.
- Level 1 long qualifications had improved by 6%.
- Key Skills were to be replaced by Functional Skills in 2009/10.
- It was likely that all colleges would be subject to additional external audits in the future.
- Comparing success rates across the campuses, King's Lynn was 5% above those at Isle, 4% at Wisbech and 13% at Milton.
- Success rates for females' main qualifications were 2% above males.

- There was no differential in success rates for those declaring a physical or learning disability (3% positive excluding Key Skills).

The Head of Organisational Development and Quality referred governors to the action plan for 2009-2010.

The Chair acknowledged the success rates achieved and the positive report.

The Head of Organisational Development and Quality directed attention to the sample curriculum and cross-college SARs enclosed with the agenda. He explained that all had gone through a first stage of moderation with SMT and that a final moderation meeting was to be held in the last week of term. The following observations were noted:

- **Business, Management and Administration:** Success rates had jumped by 12% and significant progress had been made. Grade had moved from 3 last year to 2 this year and it was hoped that a Grade 1 could be achieved in 2009/10.
- **Sport and Tourism:** Grade had been reduced from 1 to 2. Although success rates were significantly above benchmark, overall rates had dropped by 3%, due in part to poor success rates in key skills.
- **Art and Design:** Grade had been reduced from 1 to 2. Although there was some good performance at the Isle Campus, King's Lynn performance had fallen and a number of courses were grade 4, impacting on the overall grade.
- **Computing:** Grade 2 had been retained. Success rates were in line with those of the previous year. The BTEC programme in intervention last year had improved significantly.
- **Construction:** The area was to be reviewed at moderation. The overall grade remained 3 although success rates had increased by 14% this year due, in the main to resolving issues in Key Skills. The underlying performance showed a slight year on year decline.
- **Foundation Studies:** Grade had improved from 3 to 1. The improvement observed from last year was effectively a technical one - the structure of courses and the basis for reporting success rates had resulted in a marked improvement. The grade profile of observations showed 95% of the teaching and learning observations graded 1 or 2.
- **Hospitality:** An upward trend had been demonstrated over three years - this year graded 1. The area was considered to be one of the best in the College's portfolio. Travel and Tourism was now linked with Hospitality.
- **Humanities:** An overall grade of 3 had been awarded, down from 2 last year. The decision had been taken to break down the area into two subsidiary grades to illustrate poor performance in the Social Science area (graded 4) and stronger performance in English History (graded 2).
- **Key Skills:** The performance in this area had warranted a grade 1, despite success rates having fallen, because of outstanding performance against the national benchmark.
- **Employer Engagement:** Graded from 2 last year to 1 this year. Overall success rates had improved to 86%; learner numbers had increased by 300% to over 2,000.

- **Marketing and Student Services:** Graded 1 – no change from previous year. The significant contribution of Marketing had been recognised as participation rates across the college continued to increase.
- **Safeguarding:** The moderation meeting held on 30 November agreed to raise the grade from 3 to 2.
- **Work-based Learning – Apprenticeships:** Four years ago the area had been graded 3 – now 1. The manager had successfully worked with Faculties to raise the profile of Work-based Learning.

The Chair recorded her thanks in recognition of the work involved in producing the SAR and, supported by the Committee, asked that the governors' response be reflected through CWA Scene at an appropriate time. **Action: DP**

**It was agreed that –**

- (i) **The SAR be recommended for approval by Corporation;**
- (ii) **Key Questions 1-5 and an executive summary be provided for the Board at the meeting on 10 March 2010;**
- (iii) **The Principal and Head of Organisational Development and Quality complete and publish the final and full version of the 2008-2009 SAR, and forward copies to the LSC;**
- (iv) **The Principal and Head of Organisational Development and Quality ensure that actions are generated for all weaknesses identified within the SAR.**

## **5 The Induction Survey – September 2009**

The Head of Organisational Development and Quality tabled the results from the student induction survey undertaken September 2009. He noted that the response rate had fallen from 2329 in 2008 to 1250 in 2009. Action was to be taken to identify courses which had not responded and feedback would be provided to the next meeting. **Action: AE**

The results very much mirrored those of the previous year. Of note were –

**Question 3** – there was a 4% drop (from 88% to 84%) in the number answering yes to being briefed on the Health and Safety issues specific to their course.

**Question 8** – 89% said they had been briefed about the College's target setting process compared to 83% in 2008.

**Question 9** – related to how busy students felt they had been during the whole of the induction period and its relevance was being questioned.

In conclusion the Head of Organisational Development and Quality explained that the survey was generally completed by full-time students and that there was a differentiation between the induction processes for full-time and part-time learners.

The Chair asked that consideration be given to seeking the views of part-time students. **Action: AE**

**The report was noted.**

## **6 Complaints received within 2008-2009**

The Head of Organisational Development and Quality presented an analysis of complaints received in 2008-2009. The report also included comparison with benchmarks from a consortium of 25 colleges.

146 complaints had been received compared to 166 in 2007-2008 and 158 in 2006-2007. The benchmark figure was 23.5 complaints for every 1,000 fte students. CWA significantly exceeded this at 34.9 per 1,000 ftes. Because CWA positively encouraged complaints it was difficult to know whether the comparison was "like for like". The benchmark group had since disbanded.

In response to a governor's query, the Head of Organisational Development and Quality agreed to check whether the complaints process was on the website. **Action: AE**

It was noted that 50% of complaints were from the King's Lynn Campus and 40% from Isle Campus and broadly reflected the size of the campus. Complaints had been clustered and were in line with previous reports, although the subject matter was diverse. Issues around Estates had fallen from 26% to 19% but, in the current academic year were running at 30%. 74% of complaints were responded to within 15 days, down from 77% in 2007-08 and down against the benchmark figure of 78%. Benchmark response times were measured within a period of 14 working days and placed CWA in the third quartile on turnaround times.

The Chair commented on the recurring themes and in particular that complaints around on-course management, administration and teaching did not vary from period to period. The Chair felt it was disappointing that, unlike in other areas in the College, the core issues in relation to management and administration of courses remained consistent.

**The report was noted.**

## **7 Complaints Received from September 2009 to November 2009**

The Head of Organisational Development and Quality presented a report providing detail of complaints received during the period September to November 2009.

Governors commented on complaint no. 571 and whether or not compliments were recorded.

**The report was noted.**

## **8 Any Other Business**

None.

## **9 Chair's items for briefing to Corporation**

- SAR
- Survey
- Complaints

**10 Date and time of next Meeting**

Wednesday, 24 March 2010 at 10.00 am.

**The meeting closed at 12 noon**