

The College of West Anglia
Minutes of Performance Review and Quality Committee
20 May 2009 – 10.00 am Board Room

Present	Kate Atherton	Chair
	Paul Cotton	
	Cheri Crosley	
	Roger Ward	
	David Pomfret	Principal
Attending	Andrew England	Head of Organisational Development and Quality
	Arlene Clark	Executive Director, Curriculum and Learning
	Mark Reavell	Director, Employer Engagement (part)
	Hilary Reid	Clerk to the Corporation

1 Apologies

Di Atkinson, Chris Barnes.

2 Minutes of the previous Meeting – 4 March 2009

The Minutes of the meeting of 4 March 2009 were agreed as an accurate record and signed by the Chair.

3 Matters Arising

(i) Page 3 – item 5 Self Assessment Report (SAR)

Account would be taken of the Fenland District Council strategic partnership in the SAR for 2008-09.

(ii) Page 4 – item 7 Quality Improvement Strategy

The Quality Improvement Strategy had been adopted by the Board at the meeting of 13 May 2009.

(iii) Page 5 – item 9 Current Interventions

The Head of Faculty, Technology, had showcased the Faculty with governors at their Planning Day on 1 April 2009.

4 Ensuring and Assuring Quality in Employer Engagement

The Director, Employer Engagement, presented a report describing the quality assurance processes for Employer Engagement. A list of partners working with the College was tabled.

The Director explained the two processes in place – one which covered work that was delivered by college staff and operated under the ISO 9000 systems – and a second which covered all partner work via a more formal service level agreement.

The quality assurance processes detailed the expectations for staff with regard to performance and the formalisation of relationships with employers. The documents were underpinned by the need to meet LSC minimum levels of performance in order to ensure future contracting opportunities. A monthly performance review of all the key indicators had been implemented within each partner and curriculum team to raise standards and engender employer satisfaction.

Employer Engagement work was currently generating over £5m of income annually. Most of the provision was delivered away from the college's main campuses and nearly all had a high priority at both regional and national levels. It was a growth area of work which required constant review and mechanisms had been put in place to ensure that quality standards stayed at a high level.

The Director invited questions and comments from members. The following points were noted:

- A suggestion that appraising employer needs might be reflected in the "Overview of Employer Engagement Activity" diagram on page 3 of the LNG13 procedure.
- The Faculty was working with KPMG to support the application to secure TQS and widening the unit's role as advisers to employers.
- An expectation of support for students appeared to be missing from the documents.
- Quality assurance was undertaken by independent monitors through both planned and unannounced visits to a franchise partner and students completed a questionnaire which provided an insight into the management and maintenance of the programme.
- The model adopted for monitoring of franchise partners was to be rolled out across the other programmes. It looked at action with the students, managers and tutors, an observation of teaching and learning and an observation of assessment taking place.

The overview of development towards TQS was noted.

Mark Reavell left the meeting at 10.30 am.

5 Self Assessment Framework

The Head of Organisational Development and Quality outlined the proposed framework for the SAR for 2008/09. He noted three proposed changes – assessment of performance in the area of Train to Gain and Employer Engagement; targets to be attained when actioning identified weaknesses/area for improvement; and, good practice that could be shared both internally and externally.

The proposed changes had been agreed with the Senior Management Team and the first draft would be brought to governors at the meeting on 2 December 2009. The LSC had indicated that guidance on completion of the SAR was to be made available mid-May and it was envisaged this would focus on the Framework for Excellence and other recent developments. Any modification or changes required as a result of the guidance would be incorporated into the draft.

The current position was noted.

6 Teaching and Learning Observations in 2008-09

The Head of Organisational Development and Quality presented a report providing a general overview of the grades awarded from observations as of early May. He

explained that, last year, grades were clustered around the national norms with a slightly raised profile.

The data presented in the report indicated that, in the current year to May, the college had achieved 21% grade 1 against the national average of 13% and 53% grade 2.

Improvement had been achieved in moving the satisfactory grade 3 down to just under 20% within the college against 29% national average. Early indications were that the changes were positive, especially in the further improvement of satisfactory teaching.

Governors commented on the importance of taking action at an early stage and acknowledged the pro active approach being taken by management.

Noted.

7 Annual Review of the ISO 9001 (2000) Quality Management System

The Head of Organisational Development and Quality presented the annual review of the quality system. He explained that the ISO 9001 (2000) standard was for the King's Lynn campus only but operated across all College sites. A review was to be undertaken in 2009/10 to consider whether the standard should be formally extended to all sites.

In presenting the detail of the report, the Head of Organisational Development and Quality highlighted the following points:

- **Quality Policy:** Governors agreed the policy be recommended for adoption by the Corporation without change. Governors reiterated a request to amend the split infinitive – “to continuously improve”. **Action: AE**
- **Quality Strategy:** Governors had adopted the Strategy document at the Corporation meeting on 13 May 2009. The Quality Management System was described in the Quality Handbook, regularly updated, and available on the intranet.
- **Quality Audits:** A significant range of college processes had been audited.
- **BSI Monitoring visits:** One monitoring visit had been undertaken in December 2008 with a further visit planned for 8/9 June 2009. A minor non-conformity was identified at that time and some minor non-conformities identified at the previous assessment would be closed off in June. Non-compliances had not been of a serious nature, had been addressed with appropriate action and had not compromised ISO certification.
- **Continuous improvement:** Procedures were currently subject to annual review by their custodians. A primary impact assessment continued to be used to ensure processes complied with relevant equality and diversity legislation and safeguarding issues. A review of all forms had taken place and the number reduced.
- **Connecting with the customer:** Governors were familiar with the surveys undertaken during the course of the year. The Senior Management Team was to review potential new ways of communicating with customers in the near future.
- **Complaints:** 106 complaints had been received in the period, 29 fewer than the previous year. Informal complaints were dealt with at source and were not logged.

In concluding his report, the Head of Organisational Development and Quality referred governors to the final pages of the document which reported back on the quality themes within the strategic plan and how these were moving forward through the operational plan. He drew attention to the peer review and development group comprising Peterborough Regional College, Hertford Regional College, Bedford College and the College of West Anglia. A report on the group and its work would be made to a future meeting of the Committee.

Action: AE

The Committee noted the positive and comprehensive report and agreed to recommend adoption of the College's Quality Policy to Corporation.

8 Complaints received from February 2009 to May 2009

The Head of Organisational Development and Quality presented a table of all complaints received in the period. He reported that 25 complaints had been received of which 48% were from King's Lynn and 40% from Isle campuses. Ten of the 25 complaints were in connection with course administration/course management.

Governors queried complaints nos. 479 and 487. Additional detail and a satisfactory response was provided.

Noted.

9 Integrated Quality and Enhancement Review (IQER)

The Head of Organisational Development and Quality, on behalf of the Manager, University Centre King's Lynn, presented the action plan drawn up following the first stage of IQER Developmental Engagement. The report identified elements of good practice and specified recommendations which would improve provision.

Eight areas of good practice had been identified as making a particularly positive contribution to the management of HE and worthy of dissemination more widely within the College's HE provision.

One advisable recommendation – to review the college's committee structure to establish more effective oversight of its HE provision – had been actioned and a new structure established. The Performance Review and Quality Committee had been linked into the new structure and would receive, as a minimum, an annual report.

The report and action plan were noted.

Glen Singleton joined the meeting at 11.30 am.

10 ILT Performance Report

The Director of e-Learning and ILT presented an update report regarding ILT progress. He highlighted the following areas of interest:

Enterprise Workstream: A preferred supplier had been identified following tender and all references had now been received. They had proved to be satisfactory to the College and PTS Solutions and the parties were moving forward to sign the contract. SMT were considering proposals that work should start almost immediately to enable completion of

the design elements of the work by September and some of the configuration work required.

Milton new build: Work was progressing, ready for move into the new build.

King's Lynn: Work was on target. Servers were on site and other parts of the infrastructure were being configured ready to "drop in".

Equipment: New desk tops, PCs etc were in the process of being ordered. They were being held currently because of the restructure proposals and proposed Wisbech land-based change. There were also uncertainties about the nature of the furniture being provided into some of the areas.

Photocopiers: A preferred supplier had been identified for photocopiers and it was anticipated that approval from SMT would be given on 8 June to move forward. The contract would enable print and reprographics services to be managed more effectively and efficiently and to generate further savings.

Staff training: The ILT training programme for teaching staff (134 candidates) and an NVQ Level 2 IT qualification for support staff (65 candidates) were moving forward positively.

Project dissemination: Staff of the College would be disseminating current outcomes of a range of ILT projects at the JISC Regional Support Centre facilitated "E fair" on 3 July 2009.

Governors comments were recorded as follows:

- Milton build programme was two weeks behind schedule. PSG had addressed this issue and were assured it would have no impact on the deadline for the opening in the new academic year and the availability of IT.
- Complaint 478 was queried in relation to the 4 year replacement cycle. A final decision on the new build was awaited but in anticipation of that decision SMT were considering what could be done if the project was to be significantly delayed.

The report was noted.

Glen Singleton left the meeting at 11.45 am.

11 College Charter

The Head of Organisational Development and Quality referred governors to the College Charter, reviewed and amended for 2009-2010 to reflect the following:

- Reference to assessed work being returned outside of the original 15 working day window where the awarding body allowed for this
- The carrying of ID cards as a compulsory requirement replacing the wearing of lanyards with ID attached.

Governors discussed security issues, protecting students and difficulties in monitoring the ID scheme.

The Committee approved the College Charter.

12 Any Other Business

None.

13 Chair's items for briefing to Corporation

- Employer Engagement Strategy
- Quality Policy – recommend for adoption
- Revisions to the SAR
- Annual review of ISO 9001

14 Date and time of next Meeting

Wednesday, 30 September 2009, 10.00 am.

The meeting closed at 12.20 pm