

THE CORPORATION

CONFIRMED MINUTES OF THE MEETING OF THE QUALITY AND PERFORMANCE MONITORING COMMITTEE HELD ON 9 JUNE 2010

Present:

Ms K Clifford	Principal	Present
Ms A Dixon	Teaching member	Present
Ms B Graham	Co-opted member	Present
Mr T Grainger	Independent member	Apologies
Mr D Johnston	Independent member	Present

Clerk to the Corporation:

Mr C Bond

Also Present:

Mr P Ramella	VP Curriculum & 14-19 Provision	Present
Mr L Strover	Assoc. VP: Quality – Student Experience	Present
Mrs T Street	Assoc. VP: HR/Quality – Staff Experience	Present (until 8.30 pm)
Mr N Price	Quality Manager	Present (until 8.57 pm)
Ms E Robson	Adv. Practitioner: UCAS Support	Present (until 7.32 pm)

Minute MQ/14/10 (6.39pm)

Declarations of Interest

There were none

Minute MQ/15/10 9(6.39pm)

Apologies for Absence

Apologies were received from the Principal who was attending an AoC Meeting and from Toby Grainger

Minute MQ/16/10 (6.40pm)

Unconfirmed Minutes of the Meeting of the Quality and Performance Monitoring Committee held on 3 March 2010

(Document DQ/07/10)

These were confirmed as a true record of the meeting and signed by the Chair.

Minute MQ/17/10 (6.41pm)

Matters arising from the confirmed minutes of the meeting of the Quality and Performance Monitoring Committee held on 3 March 2010 which are not the subject of separate items on this agenda

Minute MQ/4/10 Performance of Male African Caribbean Students.

Tina Street, Associate Vice Principal HR, reported that initial work has been undertaken with a focus group and that it was hoped that comprehensive comparative statistics could be generated after the examination results in August. The committee felt that there had been some misunderstanding as to what had been required and clarified that they would like to receive a report showing how the college management intended to address the data rather than a report which presented the statistics. Dr Street apologised for any misunderstanding and she then reported on the early findings from the focus groups.

Minute MQ/18/10 (6.47pm)

Higher Education Report

(Document DQ/14/10)

The Committee agreed to a request from the Clerk to vary the agenda to take this item at this point

Emma Robson Advanced Practitioner UCAS presented the report. She explained she was co author of the report and that Moray Bayliss, former Student Services Manager and Julia Beaman, Tutorial Manager had made significant contributions. The report gave detailed information about:

- Key Trends
- Widening Participation
- Gifted and Talented
- HE Parents' Evening
- HE (and Careers) Day
- The UCAS Application Process
- UCAS Action Plan 2010

In response to the information presented members noted the following:

- The low numbers of students applying to and being accepted by Russell group and other selective universities
- The perceived decline in the effectiveness of the working relationships with Universities and their admissions departments
- The lack of numbers of Gifted and Talented students applying to Russell group universities.
- The high proportion of applications which could be deemed "unrealistic" in terms of prior attainment and predicted grades
- The problem with reference writing in terms of the quality of the references written and the time taken to complete them

ERO presented the change's that had been made to the HE Day and to the system for reference writing which she believed would improve the application process for most students.

Minute MQ/19/10 (7.32pm)

Lesson Observation Report 2010

(Document DQ/09/10)

Nick Price quality manager presented the report.

He asked the committee to note that 105 teachers had been observed during the year and that all had been observed by Ofsted inspectors observers who had been specifically trained.

The following issues were raised by committee members

- Inclusion of Literacy in lesson planning
- Variable Performance of Departments
- Staff Turnover and the effect on grades

The Committee also noted that there had been a significant decline in the number of high grades awarded. It was felt that this may have been as a result of observers reacting to the outcome of the inspection result and being stringent in their awarding of observation grades.

Minute MQ/20/10 (7.49pm)

Report On Complaints 2009-10

(Document DQ/10/10)

Nick Price Quality Manager presented the report.

He informed the committee that 27 formal complaints had been received during the year. All but one had been resolved within the deadline and that there was only one complaint awaiting resolution. David Johnston

asked for clarification of what constituted a resolved complaint. In response Nick Price said a complaint was considered resolved when a conclusion was reached where both parties were happy.

Members were particularly concerned by complaints being raised about the cancellation of classes and asked for a report at a future meeting to show how the cancellation of classes was being monitored.

Minute MQ/21/10 (8.00pm)

Student Survey Reports

(Documents DQ/11/10 and DQ/11^A/10)

The independently conducted survey focused on Ofsted Grade 4 curriculum areas and Courses identified as giving concern.

The survey had shown that the following were of particular concern to students

- The range of delivery styles
- The quality of the assessment feedback
- The availability of material on Moodle
- The development of study skills

The committee requested that a report should be presented indicating the action that had been taken in response to the findings of the student survey.

Minute MQ/22/10 (8.12pm)

Staff Survey Reports

(Document DQ/12/10, DQ/12^A/10 and DQ/12^B/10)

Tina Street presented the report

Key observations

She reported that the distance travelled over the past three years is positive in all except three of the sixteen categories. The three that show a drop are;

1. Job security and satisfaction (large drop)
2. Personal development and skills (small drop)
3. Overall satisfaction (large drop).

The large drop for overall satisfaction is particularly disappointing as there was a large improvement last year, which has been counteracted by an even bigger reversal this year.

The negative results for these three categories could have arisen as a result of the Ofsted report, which took place just two months prior to the survey.

Points showing large negative values when compared to external benchmarks are:

- Many staff do not feel that the college is effectively managed. However, this criterion still shows a large positive value over the three year period in terms of distance travelled
- Many staff do not feel that learners are supported. Again, this criterion shows improvement in terms of distance travelled over three years
- Many staff do not feel their jobs are safe, nor confident about the future of the organisation. This criterion showed the largest negative value of the report.

There were some pleasing outcomes in terms of distance travelled:

- There has been a significant improvement in the awareness of staff of the College's mission, core values and strategic plan, and support for the strategic aims
- Staff feel their opinions count and their efforts are recognised
- Communications are much improved
- Staff feel that their performance is measured against priorities and targets and that their training needs are discussed and agreed
- Staff feel that access to CIS helps them in their work. This shows a high positive value both in terms of comparison with external benchmark, and in terms of distance travelled over 3 years (highest positive value).

David Johnson questioned officers closely about whether the responses from the staff may have been due to the Ofsted report or whether the survey may have identified elements of dissatisfaction that were already present. PR spoke in some length about the working culture of the college as he had come to understand it in his first year of employment there. He said that there was a need to create a new contract with the staff and to ensure that the management were able to initiate change by gaining the trust and support of the staff.

It was the view of the committee that there were significant issues arising out of the staff survey which merited further attention and that the management response to the survey and the actions arising from it should be considered at the next meeting of the committee.

Minute MQ/23/10 (8.30pm)

Student Tracking and Monitoring

(Document DQ/13/10)

Paolo Ramella presented the report

The purpose of the report was to update the committee on developments since his last report in March. He asked the committee to note the following;

- A central electronic tracking system was in place
- This enabled the college to make more realistic predictions about success rates as the system could generate accurate course prediction based on robust statistical evidence.
- There was more information available to undertake effective risk management with regard to the curriculum.
- Students were being given access to their own data enabling them to have greater knowledge of their current performance and thus allow them to improve in areas where they were weak
- Staff were generally supportive of the system and appreciated the benefits it brought
- There were some difficulties with some teachers completing registers to deadlines

Minute MQ/24/10 (8.57)

Notes from the March Curriculum Quality Resources and Review Days

(Document DQ/15/10)

David Johnston asked about actions that had been taken with regard to GCSE Mathematics since the CQRR meeting. PR informed the committee that 22 students had been withdrawn and that teachers were focused on improving the performance of a further 70. The predicted success rate for this course was 30%.

The college had employed a GCSE Mathematics consultant and appointed a new course leader.

David Johnson felt that the CQRR meetings attempted to do too much in too short a time and gave too few action points as a result of the meetings. He suggested that the CQRR process should be revised to provide a clearer focus.

Minute MQ/25/10 (9.03)

Quality Cycle Review Report

(Document DQ/16/10)

The document was received by the committee and the contents noted.

Minute MQ/26/10 (9.08)

Review of Committee Effectiveness

- a) **Terms of Reference** (Document C/11/06): the Committee suggested some slight amendments to the wording of the terms of reference to enhance the committee's powers of scrutiny.
- b) **Questionnaire on Effectiveness** (Document DQ/17/10): Members of the Committee completed the questionnaire, reflecting on the Committee's effectiveness during the 2009-10 year. The responses to this will be fed into the Corporation's self assessment.

Minute MQ/27/10 9.09)

Any Other Business

There was no other business

Minute MQ/28/10 (9.10pm)

Future Items for the Agenda

- a) Proposed Committee Schedule of Business for 2010-11 (Document DQ/18/10)
Members approved the proposed Schedule of Business for 2010-11
- b) Members requested the following
 - Detailed data on the HE and other destinations of students
 - Details of numbers of applications to Russell group universities
 - A report on the delays in the completion of UCAS references to deadlines
 - A report on the cancellation of lessons and the college's management of this
 - A report on action taken as a result of the staff survey
 - Training on the Tracking and Monitoring System

Minute MQ/29/10 (9.22pm)

Date of Future Meetings

Meetings of the Committee have been provisionally scheduled for:

Weds 24 November 2010
Weds 9 March 2011
Weds 8 June 2011

All are expected to start at 6.30 pm

The meeting concluded at 9.23 pm. Nom items are to be the subject of a separate confidential minute.