

**South Lanarkshire College  
Development Committee (Board of Management)  
Held on Tuesday 6<sup>th</sup> November 2018**

**Present** Irene Johnstone  
Sean Duffy (by telephone)  
Jean Carratt  
Claire Paterson  
Stewart McKillop

**In Attendance** Angus Allan, Angela Martin

**1. Declarations of Members' Interests**

Mr McKillop, Ms Carratt and Ms Paterson declared their membership of The Lanarkshire Board.

**2. Minutes of the Previous Meeting**

The Minutes of the meeting held on 4<sup>th</sup> September 2018 had previously been agreed by the Board of Management.

**3. Quality Enhancement Group Report**

The report seeks to update the Committee on quality assurance and enhancement activity within the College since the last meeting in September 2018.

Self-Evaluation and Quality Arrangements

A successful annual SE *Round Robin* event took place at the College Management Team meeting (CMT) on 27<sup>th</sup> September. Twelve Departmental and Faculty SE reports were submitted for review and feedback during the event. The SE reports for 2017-18 focussed on the 7 QIs under review by Education Scotland (ES) for AY 2017-18. Each author gained valuable feedback from their peers. The Round Robin event was well received by Phil McGuinness from the Scottish Funding Council (SFC), who participated in the event and brought an external perspective to the session. Phil "thought it was a really positive event that showed the college in the best light".

The final drafts of the SE reports were submitted to the College e-Self-Evaluation Process (CeSEP) system. A combined College Action Plan showing all actions arising from the 2017-18 SE process is available on the CeSEP system and will be used by the CMT to review progress on actions throughout 2018-19.

The Quality Enhancement Group (QEG) concluded the How Good Is Our College (HGIOC) 2017-18 SE cycle and developed the annual Evaluation Report and Enhancement Plan (EREP), titled 'Quality Improvement Through Self-Evaluation October 2018'.

On the 26<sup>th</sup> October Andrew Brawley and Philip McGuinness, from the SFC, attended the pre-endorsement visit with the QEG, the Student President and the Vice-President. The focus of the meeting was to discuss the College's SE grades for inclusion in the EREP and to conduct a final review of the proposed report.

The Principal stressed the benefits of the Round Robin process. Discussion took place regarding the final grades awarded with members enquiring if the College was happy with these outcomes. The Principal confirmed that detailed discussions had taken place with Mr Brawley and the outcome was extremely satisfactory.

#### Internal Audit Programme

The 2017-18 internal Audit Programme has been completed. Seven of the eight audits took place. The Responsible Futures internal audit was cancelled due to quality criteria not being made available in advance of the external audit. The findings from all internal audits are reported to the CMT. Actions are reviewed with teams involved on an on-going basis to ensure completion of the actions, recommendations and general compliance.

Members received details on the cancellation of the Responsible Futures audit.

Discussion took place regarding the internal audit process. Members noted the work and contribution of all staff involved. The Principal stated that one of the many benefits of the process is that the College Audit Team was often harder on the College than external bodies. This very much enhanced performance.

A program of internal auditor training has been developed and is underway. The first training session on 10<sup>th</sup> October focused on evaluative writing. Ten of the thirteen Quality Audit Group (QAG) members attended.

Membership of the QAG has been revised for 2018-19, members who have served their two-year membership term have been thanked for their contribution and new members welcomed to the group; including the President of the Student Association.

Members noted these changes and applauded the inclusion of the Student President.

The 2018-19 internal audit programme has been approved by the QAG. The selection and identification of areas for audit were based on a range of criterion that included risk, internal intelligence review and the identification of new awards. Notifications will be issued to the faculties and departments involved in November 2018.

#### Learner Engagement

Three training sessions have been delivered during October 2018, in partnership with Student Partnership in Quality Scotland (sparqs). A total of 50 class representatives to date have successfully undertaken training. Two further sessions are planned for November 2018. All sessions have been advertised, promoted through ConnectTxt (a text-tool) and bookings have been made. The Student Association (SA) President participates in each session to clarify their role and to encourage class representatives to get actively involved in the life and work of the College.

Members noted the participation of students and the Student Association throughout the processes.

In October, two lunchtime focus groups took place. These were facilitated by the Quality Unit and the SA President. They were attended by class representatives and focused on supporting

students to gather 'student views' from their class groups; in preparation for attendance at the end of block one course team meetings.

Members enquired as to the level of participation of students in focus groups. Ms Paterson stated that all class representatives were given training in this area which gave them the tools to positively challenge at the focus groups and also actively encouraged representatives to raise questions and give input during these meetings on behalf of their peers.

QDP Services provide independent questionnaire data processing services to the UK Education and Skills Sector. They have been approved as the key software supplier for College questionnaires. The Quality Unit organised QDP Services training, which was delivered on 5<sup>th</sup> October. Attendees from across the College including: the Quality Unit, Students Services, Human Resources and the SA participated. This training was well-received and will facilitate comprehensive and quick analysis of any surveys carried-out across the College.

The on-line In-Course Questionnaire (ICQ) *Part 1* is open for students to complete between 23<sup>rd</sup> October and 16th November 2018. The In-Course Questionnaire Part 1 is now hosted on QDP Services software. This software provides the capacity to monitor returns effectively during the process and provide detailed analysis for all areas across the college within one to two days of the questionnaire closing.

The Principal updated members on the questions asked and the split between those compulsory ones set out by the Funding Council and those set by the College as considered key for this session.

Members noted that a questionnaire has been developed that more closely matches the needs of Life Options (LO) students. Both questionnaires are running in parallel, and the LO questions have been mapped to ensure that all key areas are included; responses are integrated for reporting purposes.

Members applauded this work and the ongoing efforts to ensure the 'student voice' was heard.

#### External Verification Visits

Members noted the content of the summary of all External Verification (EV) visits during 2017-18.

Forty-three successful External Verification (EV) visits were conducted by SQA during 2017-18. Six EV visits from City and Guilds and one EV visits from the British Plumbing Employers Council (BPEC) were also successful. Across all 51 EV visits there were 58 highlighted areas of good practice and 38 recommendations for course teams to consider.

Seven SQA Central Verification visits were scheduled for 2017-18. One was cancelled due to the course not being delivered. The remaining six had successful outcomes.

One assessment has been submitted to SQA for Prior Verification for academic year 2018-19. This is to support the delivery the new Beauty Therapy: Hand, Foot and Nail Therapies unit at SCQF Level 7.

Discussion then ensued as to the detail of good practice and recommendations given by the external examining bodies. Mr Duffy enquired about the lack of reported good practice

comments for City and Guilds and the contrast with the SQA reports. The Principal explained to a large extent the College used the teaching materials supplied by City and Guilds as their resource materials were extremely good. The contrast therefore arises as City and Guilds would be commenting on their own documents.

It was also suggested that recommendations and good practices should be fed into the Academic Board to ensure all faculties were benefiting. The Principal agreed to take this forward.

#### Complaints Handling and Reporting

The Committee noted the College annual complaints performance indicators and summary for 2017-18 against the SPSO Performance Indicators (PIs).

Members considered the detail of the report and discussion took place on how complaints were registered and controlled. The Principal stated that the system was in line with legislative requirements.

#### College Involvement in External Quality Enhancement

The Quality Unit continues to support activity in SQA's Colleges Quality Focus Group. In October, the CM: Quality participated in the second meeting of the 2018-2019 session. Items of interest have been disseminated within the College. Full minutes, reports and updates are shared with New College Lanarkshire.

The Depute Principal attended a meeting on 11<sup>th</sup> October 2018 regarding SFC College Quality arrangements; as part of a short-life working group. The outcomes will be reported to the College Quality Steering Group on the 7<sup>th</sup> of November 2018.

The Principal and Associate Principal: Construction attended a stakeholders meeting on Tuesday 30 October chaired by the Scottish Government. The main focus of the meeting was to ensure that adequate funding is received by colleges across Scotland for the delivery of all components of the construction Modern Apprenticeships.

## **4. Marketing Report**

The report seeks to update the Committee on marketing, recruitment, schools and international activities that have taken place since the last report in September 2018.

### Media

Recruitment and associated media campaigns for the Summer 2018 intake continued until late September 2018.

The majority of outdoor advertising (both traditional and digital) took place in June, July and August 2018 in the key period immediately prior to the release of SQA exam results, to support messaging from a number of earlier outdoor advertising during April and May 2018.

Social media, web, banner and radio advertising has been in place over the course of the academic session and continued throughout the summer period.

Additional outdoor advertising in September and October focused on the students' graduation. Billboards have been displayed around East Kilbride and banner signage has been on display outside the College.

The Principal stated that the College had now reached its credit target and therefore minimal January courses would be running. He added that advertising had been front-loaded and that the latest had been in regard to the Graduation: encouraging students to attend the ceremony and the dinner.

This year for the first time the Graduation had been split into two events due to the numbers of students wishing to graduate. This had proven extremely popular. The events are shorter and allow graduands access to additional guest tickets. 340 students had applied this year with each being allocated three guests tickets.

Members thanked all those involved in the organisation and success of these events.

#### Social Media -

For the Summer 2018 recruitment campaign, social media posts were tailored to allow us to give precedence to new courses or courses where lower applicant uptake was evident. We focused on thorough, engaging content including video and student testimonials to offer value and interest to students and applicants. Posts where students were able to tag themselves or their network resulted in higher levels of engagement. Many posts had an embedded 'Apply Now' or 'Learn More' message pointing users to the website.

Our Facebook followers continued to grow in number and have increased from 4,500 in October 2017 to 5,500 in October 2018. The page's total organic (non-paid for) reach continues to be high. In the four weeks to 27<sup>th</sup> October the College's Facebook reach was 22,455. This figure refers to the number of people who were served any activity from our Facebook page, including our posts, posts to our page by other people, page mentions and page check-ins.

Our Instagram followers also continue to increase in number, rising by 250 followers since August 2018. In the week to 21<sup>st</sup> October, the College's Instagram posts were seen 10,419 times.

#### College website -

The website has been regularly updated with news items featuring good news stories and content-led course specific promotions, all pointing clearly to our 'Apply Now' messaging.

The Principal added that the College website had seen fairly radical change. Students can now view video clips from each Faculty, giving details of what each has to offer. These include chats from students and staff.

Discussions ensued regarding the benefits of these changes for students when considering what course may be for them.

### Working Group – Communicating with Students

At the previous meeting of the Committee discussion had taken place in regard to how the College communicated with its prospective and present students. From this dialogue the Committee had delegated that a group be set up to consider and feedback to the members.

A short-life Working Group focusing on how the College communicates with current and prospective students has been formed, comprising the Student President and representatives from the Senior Management, Quality, Student Services and Marketing teams.

The agenda for the Group's first meeting focused on discussing current methods of communication and invited members to propose ideas for future. The Group agreed to collate examples of all current communication methods and proposals for future and to meet again in November 2018 to agree content for a paper and action plan to be taken to the Board of Management in early 2019.

Members welcomed this work and looked forward to receiving the final report.

### Student Recruitment

8,561 applications for academic session 2018-19 were received and processed. Applications for the Faculty of Construction were particularly buoyant, increasing by 12% on the previous year. Applications to Plumbing, Painting & Decorating and Introduction to Construction courses have contributed substantially to the overall increase across the Faculty.

Significant areas of growth for full-time applications were in Childcare; courses leading to Nursing; Social Work; Social Sciences; Counselling; Police Services; Legal Services; Barbering; Plumbing; Painting & Decorating and Bench Joinery

Significant areas of growth for part-time applications were Higher English; National 5 Maths; ESOL; Construction Management; Quantity Surveying and Educational Support Assistant.

In line with the College's Gender Action Plan, we have successfully recruited to capacity for the Women into Painting & Decorating course and SVQ Levels Two and Three in Barbering. Additionally, the College has seen an increase in the number of female students undertaking HN Construction Management and Quantity Surveying programmes.

To-date, 950 applications have been received for January course provision. Additionally, applications for the 2019-20 academic session opened on the 1 October 2018.

Members enquired regarding availability in courses in areas such as dementia training. Ms Carratt stated that this was indeed imbedded in many of the Care courses. It was also noted that a great deal of working to ensure the College was as accessible for those with dementia as possible; new signage, changes to entrances and door handles.

Discussion on accommodation and capacity. The Principal stated that the College was busy but should there any problems arise, there was always wriggle room in timetabling.

## Schools

The Principal updated members on the work being done with local schools and the introduction of different pathways to improve accessibility. He stressed that it was important that this provision was tailored.

He added that the College was now also working effectively with East Renfrewshire Council to move forward and for the first time South Lanarkshire College would appear in the East Renfrewshire Schools' Options for 2019/20. Options would be available from all three Faculties.

Detailed discussion then took place in regard to the gender balance and encouraging students to consider courses which have a predominance one gender. The Principal stated that the College continued to try to address this through subtle changes in advertising and presentations.

Members welcomed the positive steps and work being taken forward by the College.

## UCAS Event

The College was represented at the recent Lanarkshire UCAS HE Fair. Schools from across Lanarkshire, Glasgow and East Renfrewshire visited the College stand. The Principal added that the College was now paying the UCAS fees to Care experience students. The Committee welcomed this excellent initiative.

## International Activity

Tier 4 and Non-EEA Activity - there are currently three UKVI Tier 4 students enrolled on the HND Beauty Therapy and HND Construction Management courses and four international (non-EEA) students with other points based visas are enrolled in courses across the College. All the students continue to attend and progress well.

Winter School - plans are underway for a group of six lecturers and administrative staff from Jiangsu Vocational Institute of Architectural Technology in China to visit the College for a two-week Winter School in January 2019. The visit will strengthen our existing partnership with the Chinese college and represents over £15,000 of income for the College.

Erasmus+ - the 2017/18 and 2018/19 grant allocations for Erasmus+ activity was €34,797 and €43,921 respectively, to fund staff mobility for training and student mobility for study and training. To date, over forty members of staff have travelled to France, Spain, the Netherlands and Denmark

The College received positive feedback on our Erasmus+ final report for 2016/17 and continues to make good progress in developing mutually-beneficial relationships with colleges and universities across Europe to provide opportunities for students and staff.

Members discussed the impact of a hard Brexit on the staff and students. The Principal stated that the College was working within the limitations of information being supplied to the Sector.

## Events

As well as the Construction Awards, the College also hosted its Annual Construction Awards. Ms Paterson stated that she had been very involved in the evening and it has been a wonderful event attended by stakeholders, students, families and employers. She added that this year had seen inspirational speakers speaking about the impact FE had had on their lives and careers.

### **5. Student Association Report – November 2018**

Ms Paterson took members through the report highlighting key points – Freshers' Week, World Mental Health Day, Health and Wellbeing Week, Big Bang STEM Event. Members welcomed the excellent work being carried out by the Students Association and its Officers.

#### Rebrand of Student Association

Ms Paterson drew members' attention to the change of the SA branding since the last meeting. Ms Johnstone stated that whilst applauding the initiative, the new design was completely detached from the SLC brand and would welcome more of a link between the brandings. Ms Paterson stated that she would speak to Marketing and look for some subtle colour changes for presentation to the Committee.

### **6. Annual Report of the Development Committee to the Board of Management from November 2017 to September 2018 (DRAFT)**

Ms Martin stated that through the Board Effectiveness exercise it had been agreed that it would be good practice for all Committees to follow the example of the Audit Committee and prepare an Annual Report to the Board of Management. This report would highlight attendance, terms of reference and the work done and considered by the Committee throughout the year.

Members considered the content of the report. It was agreed that any final comments would be returned to Ms Martin by 9<sup>th</sup> November 2018. The report would then become final and go forward to the Board of Management on 27<sup>th</sup> November 2018.

### **7. Any Other Competent Business**

Mr Allan tabled the following for members' attention –

- Pre-Endorsement – South Lanarkshire College – How Good is our College? Quality Improvement through self-evaluation October 2018.
- Summary of Baselines and Targets for National Measures.

Mr Allan stated that both documents recorded South Lanarkshire College as a high performing college. Members welcomed both reports, thanking all staff for their hard work and commitment.



## 8. Approval – Publication of Committee Papers

Ms Martin informed members that all documents presented to the Committee would now hold a 'header' indicating if it was subject to publishing. She added that although all papers were already published on the website, this would formalise the process.

Members welcomed this process and agreed the following for publication:

- Agenda – 6<sup>th</sup> November 2018
- Minutes of the Development Committee meeting – 4<sup>th</sup> September 2018
- Quality Enhancement Report – November 2018
- Marketing, Recruitment, Schools and International Activity Report – November 2018
- SLCSA Board Report – November 2018
- Draft Annual Report of the Development Committee to the Board of Management from November 2017 to September 2018

There being no further competent business the Chair closed the meeting by thanking everyone for their attendance.

