

**South Lanarkshire College
Development Committee (Board of Management)
Thursday 17th November 2016**

Present Irene Johnstone (Chair)
Stewart McKillop

Angus Allan
Angela Martin

Apologies Sean Duffy, Jack Smith, Jean Carratt

1. Declarations of Members' Interests

No declarations were received.

2. Minutes of the Previous Meeting

The Minutes of the meeting held on 7th June 2016 had previously been agreed by the Board of Management.

3. Quality Report

The Principal stated that the report sought to updated the Committee on quality assurance and enhancement activity within the College since May 2016.

Education Scotland

Andrew Brawley had visited the College in September 2016 to deliver an update on the new quality arrangements for Scotland's Colleges to be published in December 2016. This had afforded the opportunity for the college staff to pose questions and seek further detail on the systems. The College had now committed to implementing the new quality arrangements as part of the recent self-evaluation of the Regional Outcome Agreement.

Members noted that this update had been given to the Board at their meeting in October 2016.

Quality Arrangements – Self-Evaluation

Members were informed that the focus of the Quality Enhancement Group since the last report had been considering the new quality arrangements and the completion of the 2015-2016 self-evaluation cycle.

The Principal explained the cross-college self-evaluation process. Discussion took place regarding the use of an external verifier and the positive impact of this. Members agreed that the use of a third party was an important tool. It was explained that the cross-college plan was available on the College portal, which brought all of the individual plans together. **Members stated that sight of this**

may be useful to the Committee and it was agreed that Ms Martin would place this on the Board Portal.

Discussion then took place regarding the College's mantra of 'we do a good job but ...' and the continual endeavour to ensure the student experience was all that it could be.

Internal Audit Programme

The Principal explained the College system for internal audit. Staff members across both support and teaching functions are trained to carry out internal audits. These audits were different from the financial internal audit programmes. A programme was published and notifications given to departments and faculties of dates specific to their area. Although rigorous, staff found these audits extremely helpful. Whilst highlighting areas for improvement in preparation for external audit, the Principal stressed that good practice was also brought to the fore and shared through the process.

The 2015-2016 internal audit programme had been completed. Nine audits were finalised and one is continuing into the 2016-2017 internal audit programme. The findings are reported to the CMT. Actions have been reviewed and the final position now available on the portal.

Members applauded the benefits of this internal system. Discussion took place regarding the choosing and training of the auditors.

Quality Audit Group (QAG)

Membership of the Quality Audit Group (QAG) has been revised and two training sessions facilitated by the Quality Unit have taken place for the team. The Internal Audit Programme 2016-2017 (a copy of this had been distributed to the Committee). Nine internal audits are planned across the academic year. Notifications will be issued to the faculties and departments involved later in November.

Learner Engagement

The Principal outlined the details of SPARQs training and the benefits. Two training sessions have taken place in October 2016 with a total of 60 class representatives and another 60 booked for training in November. The Student Association attended all sessions giving clarification of the role of the Association and to encourage staff representatives to become actively involved in the life and work of the College. Two adapted sessions had been arranged for learning development students and were already fully booked.

Lunchtime focus groups are planned for November 2016. These are facilitated by the Quality Unit and the SA President. They are attended by class representatives and focus on supporting students to gather 'student views' from their class groups in preparation for attendance at the end of block one course team meetings.

The on-line In-Course Questionnaire Part 1 was open for students to complete between 27 September and 28 October 2016 resulting in 1644 responses, representing 47% of enrolled students. The Principal explained the breakdown of the questions in the survey; core questions required by the Funding Council, region-wide questions in partnership with New College Lanarkshire and questions key and pertinent to our student group. Analysis is distributed to Faculties and relevant departments to action highlighted areas for development/enhancement based on student feedback. An overview report will be presented at the November 2016 Academic Board.

Engagement with Awarding Bodies

The Principal gave an update on the provision from both SQA and City and Guilds, highlighting issues that had arisen. He then drew members' attention to the detail of the report -

- On 16 August the quality team met Alastair Morton from the SQA qualification and verification planning team to review the external verification (EV) schedule from 2015-16 and to agree the EV schedule for HN, SVQ and NQ (vocationally based) for 2016-17. The College received feedback on the 56 SQA EV visits that took place throughout 2015-16 and took the opportunity to feedback to SQA on a number of concerns relating to professional approaches and inaccurate reporting. 54 of the EV visits resulted in successful outcomes. Two were unsuccessful and resulted in actions for the course team to complete. One of these action plans had been successfully closed out and the final updated action plan with evidence will be submitted to SQA and the current amber rating reviewed.

Members noted that the Principal met with every External Verifier visiting the College. This was extremely well received by the external verifiers.

- Jean Blair, Director of Operations at SQA visited the College on 12 October and met with the Principal, Associate Principal, Construction and the Curriculum Manger, Quality. The Principal stated that this meeting had allowed further dialogue on the problems the College had faced in regard to the quality of provision from SQA.
- Ten remaining visits from City and Guilds, British Plumbing Employers Council (BPEC) and the Glazing Qualifications Authority (GQA) were all successful.
- Across all 66 EV visits there were 112 highlighted areas of good practice and 46 recommendations for course teams to consider.
- Business managers from SQA and City & Guilds (C&G) met the CM: Quality in September in separate meetings as part of a quarterly meeting cycle. The purpose of which is to respond to particular questions raised by the Quality Unit and faculty teams, to explore mutual areas of interest and for awarding

bodies to inform the College of new and future developments. Items of interest are disseminated to relevant faculties and curriculum teams.

- Chris Merry from City and Guilds attended the Construction Awards on 19 September 2016 and presented 'student of the year' trophies for Bench Joinery and Painting & Decorating. The College is hosting a sector wide City and Guilds launch of construction qualifications in February 2017.
- The Principal explained that the College had moved some courses from SQA to City and Guild Provision. He stated that although SQA would remain the main provider it was beneficial to use others and that City and Guilds had given an excellent service.

Quality Systems Development

The new College eSelf-Evaluation Process (CeSEP) system was launched in October 2016. The system replaces the previous course team reporting paper based processes. Orientation and training has taken place for 113 staff including Curriculum Managers and Course Leaders. Feedback has been positive and the Quality Unit team continues to support implementation of the system.

The on-line Internal Verification (IV) system continues to be enhanced and is producing useful reports that inform staff training needs and supports external verification activity.

College Involvement in External Quality Enhancement

Scottish Funding Council

The Curriculum Manager, Quality attended meetings relating to the data generated from the 2015-16 national Student Satisfaction and Engagement (SSES) and the 2014-15 College Leaver Destination (CLD) surveys and plans for the 2016-17 collections.

Education Scotland

Five members of staff who are Education Scotland Associate Assessors attended an update training day on 4 October 2016 and expect to be deployed during 2016-2017 on a range of Education Scotland activities relating to the anticipated new quality arrangements for Scotland's Colleges.

The Associate Principal, Construction and the Curriculum Manager, Quality attended an Education Scotland update session on the new arrangements on the 4th November 2016.

SQA/Colleges Quality Focus Group

In September the Curriculum Manager, Quality participated in the first meeting of the 2016-2017 session. Items of interest are disseminated within the College and to New College Lanarkshire.

SQA Quality Assurance Groups

The College continues to support SQA quality assurance across the sector and has 25 staff involved in EV, Senior EV, Nominee, qualification development, exam setting, vetting and marking activities.

4. Report – Marketing and International Activity

The report sought to update the Development Committee on marketing and international activities that had taken place since August 2016.

Summer Media and Recruitment Campaign

As in previous periods, an integrated marketing communications campaign was adopted in order to deliver a consistent, undiluted recruitment message. The Summer 2016 media plan had been distributed with the papers.

Members discussed the different elements of the media plan. Explanation was given on the reasoning behind the use of each and the response levels. The Principal stressed the importance of maintaining the profile and the use of billboards and Capital Radio to take this forward. He added that the College had adopted a multi-channel, online and offline approach to the media campaign and continued to develop the presence on social media, search engines, radio, outdoor advertising and in the press.

Social Media

Facebook promoted posts were geographically and demographically targeted. Since August 2014 the College's Facebook likes have increased from 1800 to 3970. Course advertisements, application information and information evening reminders were regularly posted on social media by means of scheduled posts.

Discussion took place regarding the prominence of social media and the controls and checks that were in place.

Press

A half page advertisement appeared in the Daily Record. A quarter page advertisement appeared in the Metro. A half page advertisement appeared in three of the 'Lanarkshire 5' papers as well as an editorial about our courses. All press advertisements appeared at two key dates identified based on historic application statistics data.

Members discussed the analysis of each form of marketing for assessing the level of return.

Direct Mailing

100,000 leaflets were delivered to addresses in postcode areas identified as most popular among our students and prospective students. Target addresses were selected based on students'/applicants'/enquirers' geographical provenance. Information on geographical provenance was taken from MIS statistics collected from enquiries, application forms and enrolment forms.

College Website

The website was updated regularly with news items detailing August start courses. All news items hyperlinked to course specific information pages. The events section highlighted the August Information Evening. Homepage masthead photographs were updated with August recruitment messages drawing immediate attention to the courses on offer.

External Websites

Lanarkshire, Glasgow and East Renfrewshire 'What's On' websites featured information about our Information Evening. This is a free service which has an audience of over 100,000 people.

Publications

The prospectus was distributed to schools, careers services, libraries, and other appropriate organisations. Full-time course leaflets were updated to reflect existing and new curriculum delivery across all three faculty areas. Training and Employment materials were produced for Employability Fund and Inclusiveness programmes.

Course leaflets specific to 'What's With Work' and Senior Phase schools programmes were produced and distributed to partner schools.

All current paper publications direct customers to the website where curriculum portfolio changes are updated first and foremost to ensure accuracy of information. Information is also replicated on social media.

Student Recruitment

Applications for 2016/17 full-time courses increased in comparison with 2015/16 by 5%.

Applications for 2016/17 part-time courses increased in comparison with 2015/16 by 71%. The sharp increase in part-time applications can largely be accounted for by applications for Higher English, National Five Maths and Senior Phase Schools programmes.

Total applications for 2016/17 have increased by 14% in comparison with 2015/16.

Course applications and offers are monitored on a weekly basis at the College management team meetings.

Market Research

As part of the Capital Radio sponsorship package, the College was able to benefit from a marketing research exercise carried out by MediaLab. The MediaLab crew wore MediaLab branded uniform at all times, therefore there was no Capital FM or associated branding throughout the process to aid in a true and accurate reflection of questions pertaining to media consumption.

The market researchers interviewed 264 students over a four-day period to complete some quantitative research collected via iPad.

Members agreed the findings of the report were extremely useful.

College Events

The College has hosted and participated in a number of very successful events in recent months.

The Annual Construction Awards were held at the Banqueting Hall and Committee Rooms at the Almada Suite Complex in Hamilton. A record number of students and their guests, sponsors, employers and staff attended a very successful evening. 40 students were presented with prizes.

The Graduation Ceremony was held at The Townhouse, Hamilton. A record number of students were eligible to attend and 290 students registered to graduate. The hall was full to capacity with guests celebrating the students' success.

Members agreed that this had been an excellent evening. The Principal stated that due to the high levels of demand to graduate, consideration was now being given to either a new, larger venue or the possibility of having two events. All agreed that it was extremely positive for so many students coming along to share and enjoy this event with friends, family and staff.

The Graduation Dinner was held at the Bruce Hotel, East Kilbride. 225 students and staff enjoyed the evening. Members were informed that this was a relatively new addition to the College Calendar but its success made a key element of celebrating the students' success.

International Activity

The Principal gave members a short history of the College's international work over the years and explained the impact on changes in legislation. Members were informed of the College's Tier Four Category.

Tier 4 Students

At present four UKVI Tier 4 students are enrolled on the HND Construction Management Course – three students from China and one student from America. All students are attending and progressing well.

Summer School

The College was delighted to host a four-week Summer School programme for 20 teachers from Jiangsu Vocational College of Architecture and Technology in Jiangsu, China in July and August this year. Chinese colleagues were hosted by the Faculty of Construction and participated in a programme of professional development, English language and cultural visits. Feedback from our Chinese partners was very positive and the Summer School represented £30,000 in income.

Members were informed of the ongoing work in building relations with Jiangsu and the work being done by the Associate Principal, Construction and his team.

ERASMUS+

The final 2015/16 grant received for Erasmus+ activity was €18,335 to fund staff mobility for training. To date, twelve members of staff have travelled to France, Spain and the Netherlands.

The total approved grant for 2016/17 is €26,432. This is to fund staff mobility for training and a small number of HE student mobilities. Staff members are currently applying internally to make use of this funding.

5. Credits

The Principal drew members' attention to the total credits achieved at this point and the anticipated uptake in January with the start of courses. At present the media campaign remains focussed on recruiting for the January courses. The College will be in a better position to predict the end figure for credits after January.

6. Remit of the Development Committee

Ms Martin stated that the remit was draft for agreement by the Committee and then referred to the Board of Management for final approval.

Members noted the content of the Remit for approval at the Board of Management.

7. Board of Management – Activity Calendar

Ms Martin stated that this would very much be a working document which would change in line with the requests of the Board and its Committees. The Committee agreed the contents listed in relation to the Development Committee.

8. Any Other Competent Business

Mr Allan tabled the following document for the members' information –

- Lanarkshire Regional Outcome Agreement – New College Lanarkshire and South Lanarkshire College – Self-evaluation Report – Progress and outcomes for Academic year 2015-16 – Summary for The Lanarkshire Board.

Members noted that this document would go forward to The Lanarkshire Board meeting in December 2016.

- Scottish Funding Council – One Plus Provision – Summary for the Development Committee.

Members noted the content.

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