

Board of Management Learning and Teaching Committee

Date: 30 May 2017
Time: 2pm
Room: 2097

A G E N D A

**Presented
by**

- | | | | |
|---|---|--|------|
| 1 | Welcome and Apologies | | DH |
| 2 | Declaration of Interest | | DH |
| 3 | Presentation - 'Planning for Your Future' Event | | SG |
| 4 | Presentation - 2018-2023 Curriculum Plan | | HoFs |

Heads of Faculty will present their proposed Curriculum plans. Members are invited to comment on the presentations, particularly in relation to the following areas:

- ***Do members feel this aligns with the skills profile of the region? Is there anything else the team should be considering?***
- ***Do the proposed plans meet our aims of access and progression across all curriculum areas?***
- ***Do the proposed plans take account of the need for flexibility of delivery/access – eg blended and online learning?***
- ***Do the proposed plans provide opportunities for workforce upskilling – part time, blended, online?***

Following on from this meeting a summary paper on the 5 –year plan will be presented to the full Board of Management on 10 October 2017.

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|----|---|------------|----|
| 5 | Minute of Meeting of 28 February 2017 | (attached) | DH |
| 6 | Matters Arising | | DH |
| | 6.1 Student Association Engagement | (verbal) | DH |
| 7 | Update on Education Scotland Short Life Working Groups | (attached) | CT |
| 8 | Student Association Update (report on new office bearers) | (verbal) | EC |
| 9 | Learning & Skills Update | (attached) | CT |
| 10 | Key Performance Indicators Update | (attached) | CT |
| 11 | Quality Audit Reports/Surveys | | |
| | 11.1 Complaints Handling Statistics | (attached) | CT |
| 12 | Any Other Business | | |

**Board of Management
Learning and Teaching Committee**

13 Date of Next Meeting – Tuesday 3 October 2017 @ 2pm

Board of Management Learning and Teaching Committee

Minute of meeting of the Learning and Teaching Committee of the Board of Management held at the Dumfries Campus on Tuesday 30 May 2017 from 2.00 pm in Room 2097.

Members present:	Delia Holland (Chair) John Henderson Barry Graham Naomi Johnson	Carol Turnbull (Principal) Kenny Henry Rob Orr
Faculty representatives:	Peter Woods Jim Maginess	David Denholm
In attendance:	Andy Glen, Vice Principal Performance and Planning Ann Walsh, Secretary to the Board	
Minute Taker:	Heather Tinning, Executive Team Assistant	
Item 3 only	Sharon Glendinning, Crichton Campus Development Manager	
Items 3 and 4 only	Brian Johnstone, Chair of the Board of Management	
Item 4 only	June Holland, Head of Faculty for Education, Health & Social Studies Janet Weir, Head of Faculty for Hairdressing, Beauty, Hospitality and Sport Jim Maginess, Head of Faculty for Building and Engineering Gillian Rose, Curriculum Leader Business, Computing and CI	

1 Welcome and Apologies for Absence

The Chair welcomed members to the meeting, in particular Rob Orr, Naomi Johnson and Ann Walsh who were attending their first Learning and Teaching Committee meeting. Apologies for absence were intimated on behalf of Ian White, Emma Curtis and Andy Wright.

The Secretary to the Board confirmed the meeting was quorate with enough members present for decisions to be made.

2 Declaration of interest

Members agreed to indicate declarations of interest as appropriate throughout the meeting.

3 Presentation – Planning for Your Future Event

The Crichton Campus Development Manager, Sharon Glendinning gave a comprehensive presentation to Members

- The Planning for your Future Residential Event is a new initiative in Dumfries and Galloway, developed by a multi-partner Short Life Working Group, chaired by Sharon Glendinning.
- To engage young people in the region most at risk of disengaging, showing signs of low confidence, low levels of ambition or lack of awareness of future choices and opportunities.

Board of Management Learning and Teaching Committee

- The event will take place at both the Crichton Campus and SRUC Barony Campus.
- The residential aspect is a key component of the new initiative and accommodation will be provided at SRUC Barony Campus.
- The key aims of the new initiative are:
 - to support our young people to make informed decisions on their future education and employment choices;
 - to assist our young people with the transition from school into further or higher education at College or University; or into the world of work; and
 - to raise the profile of the Crichton Campus and the academic and vocational opportunities available within Dumfries & Galloway and beyond.
- The PFYF Residential Programme is directed at (current) S2/S3 pupils, who are considering their senior phase choices.
- The three-day event will be held between 19th and 21st June 2017.
- Open to all Secondary Schools in Dumfries & Galloway
- A maximum of 64 spaces available in this pilot year
- A minimum of 2 students per school encouraged to participate
- Looking likely that all places will be taken up and all schools have pupils attending

Members thanked Sharon Glendinning for the presentation.

Action: The Executive Team Assistant to circulate the Presentation to Committee Members

4 Presentation – 2018-2023 Curriculum Plans

Heads of Faculty presented 5 year curriculum plans to the Committee, covering each of their curriculum areas. These included: access and progression pathways, including articulation to University; new areas of provision being explored/considered (eg food and drink, enterprise and retail skills), the development of a Care Academy with University partners, a new level 3 Access course and examples of working with employers and industry. The presentations were well received and a summary report will be submitted to the full Board of Management at its meeting in October.

Action: Committee Members to forward comments on the Presentations to the Principal or the Secretary to the Board

Members thanked the Heads of Faculties and Curriculum Leader Gillian Rose for their Presentations.

Head of Faculty Jim Maginess is leaving the college in the summer. The Chair thanked Jim for his contribution to this committee and wished him every success in his future plans.

(Barry Graham left the meeting)

5 Minute of Meeting of 28th February 2017

The Minute of the Meeting of 28th February 2017 was approved.

6 Matters Arising**6.1 Student Association Engagement**

Following discussion at the last Learning and Teaching Committee meeting a paper was presented at the Board meeting on 7th March, on effective engagement between the Board and the student association. The Chair advised that the Board wants to hear a strong student voice and have effective collaboration with the student association. A sub group of Board Members, including the Chair of the Board, the Vice Chair, Pat Kirby and Barry Graham recently met and identified key actions to take forward. A meeting has been arranged this week with the Chair and the Vice Chair to meet with the Principal, Vice Principal for Performance and Planning, the Quality Manager and the Student Engagement Officer to discuss engagement between the Student Association and the Board. The Chair advised that the work on the draft Student Association's Constitution, Self-Evaluation and the Development Framework is ongoing. The Chair advised that the Student Association is a key area for this committee to monitor, and reported that an update will be provided at the next Learning and Teaching Committee meeting.

7 Update on Education Scotland Short Life Working Groups

The Principal spoke to the report which had been issued, providing a progress update to the committee on the four Short Life Working Groups that had been set up. The Principal advised that one of the Working Groups has either completed or the actions have been amalgamated with the other groups. The work in the other groups is ongoing, with some of the actions to be implemented at the start of next session. The three key strategies comprising of Learner Engagement; Learning and Teaching and Retention and Achievement will be presented to this Committee.

Members noted the report.

8 Student Association Update – report on Office Bearers

The Principal spoke to the report which had been issued, providing an update in terms of the current position following the elections. Leah Thomas has been appointed as the Student Association President, on a full-time basis, and Tony Conlon has been appointed for the Vice President, both commencing posts from the 1st of July 2017.

The Principal advised that Emma Curtis the Vice President had received a prize from the Presiding Officer as one of the key presenters for giving the best input into the chamber open forum. The Chair asked for our congratulations to be passed on to Emma.

In terms of the draft Student Association's Constitution, Self-Evaluation and Development Framework, the new President and Vice President will continue to develop the documents. The

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Principal advised that a Learning Engagement Officer had been appointed this year to provide additional support to the Student Association. The Principal reported that the last President stepped down from his position to concentrate on his studies and to focus on his passion of sports. Discussion continued on the wider responsibilities that the Student Association are asked to undertake and how to ensure they are well supported. The Principal reported that another rural college was experiencing similar issues.

Members noted the contents of the report.

Action: The Chair asked for thanks to be passed to Emma for her contribution to the Learning and Teaching Committee

9 Learning and Skills Update

The Principal spoke to the report which had been issued, asking members to note an amendment to the Celebration of Success for Hospitality which is now taking place on 12th June. The Principal advised that it has been a challenging time for the college, with the main focus now on supporting learners to complete their courses. To support this a number of decisions had been made including standing down some Learning and Teaching duties, to maximise the amount of time available to support the learners. The schools have also been advised that the new school groups will be delayed until August, instead of the planned date of week beginning 12th June. The Heads of Faculties are working closely with Course Teams and Staff during this period. If a further week of classes are necessary, beyond the term end date of 9th June, this will be agreed in discussion with the Heads of Faculties. Other contingencies will be put in place including extension of Bursary Funding and the provision of buses to be extended for a further period of time. Owing to a slight underspend on the Student Bursaries, the college is able to offer an extension without asking for additional funds. Although the Principal spoke of her concern over Self Evaluations, the key factor is for the learners to complete their courses to allow for the college to meet the deadline for results, which is the 23rd June. The Retention and Attainment figures may be lower for this year owing to the current situation.

In terms of the Celebrations of Learning Events, the Principal advised that the Events are held for FE Students, which has evolved this year into curriculum groups. The Graduation Ceremonies that take place in Dumfries and Stranraer are for HN Students. The Principal reported on the successful Celebration of Learning Event at Stranraer last night, with over 250 people attending, 80 of which were students. Board Members are welcome to attend the Ceremonies.

Members noted the contents of the report.

(Head of Faculty for Building and Engineering left the meeting)

10 Key Performance Indicators

The Principal spoke to the report which had been issued, advising that overall the retention figures were the same as last year, with 83% actual in Full-time Higher Education. Following discussion on target setting, the Principal advised that the success rate target for Full-time further education

students is set by the Scottish Funding Council. Members noted that the college was currently sitting at 61%. The college targets were set in 2014 for a 3-year period, and will be re-set for 2017-20. Moving forward, the Principal advised that the college will seek to re-align early retention and retention targets and look at HE attainment. Discussion continued on the disappointing percentages in terms of the Early Student Retention and Retention. The Principal reported that the figures were aspirational, and that overall the sector average for ESR is going downwards, which is causing concern at sector level. In terms of sector average, the Principal advised that she has discussed KPIs with another Rural College who is also below the average.

In answer to a question regarding why the PIs do not reflect the last excellent Education Scotland Report and the Quality of Learning and Teaching, the Principal advised that the targets are measured by the Government, and does not measure the Quality of Learning and Teaching. John Bowditch is visiting the college on 5th June to attend two Self Evaluation sessions in the Access to HE Programme and HNC Early Education. The Chair asked that John Bowditch be invited to attend one of the Learning and Teaching Committee meetings.

Members noted the report, and also that the college has achieved the credit targets for this year.

11 Quality audit Reports/Surveys

11.1 Complaints Handling Statistics

The Principal spoke to the report which had been issued, reporting that no particular area is generating complaints and causing any concern. She advised that the Categories identified are set at sector level. Staff have received training in terms of how to record complaints, and how to identify the difference between a complaint and a query.

The Principal asked that the committee take great re-assurance that no specific issue has been raised.

Members noted the report.

12 Any other business

None.

13 Date and time of the Next Meeting

The next meeting of the committee is to take place on 3rd October 2017, at 2 pm.

Board of Management Learning and Teaching Committee

Minute of meeting of the Learning and Teaching Committee of the Board of Management held at the Dumfries Campus on Tuesday 28 February 2017 from 2.00 pm in Room 1074b.

Members present:	Delia Holland (Chair) Ian White Emma Curtis	Carol Turnbull (Principal) Kenny Henry
Faculty representatives:	Peter Woods	David Denholm
In attendance:	Jannette Brown, Secretary to the Board and Vice Principal Corporate Services & Governance Brian Johnstone, Chair of the Board of Management	
Minute Taker:	Heather Tinning, Executive Team Assistant	
Item 3 only	June Holland, Head of Faculty for Education, Health & Social Studies	

1 Welcome and Apologies for Absence

The Chair welcomed members to the meeting, in particular Brian Johnstone, Jannette Brown as Board Secretary and Heather Tinning. Apologies for absence were intimated on behalf of John Henderson, Barry Graham and Andy Wright.

The Chair asked to record thanks on behalf of the Committee, to Kay Bird, Board Secretary, for her hard work over the last few months. Also, thanks to Scott Hardie, the Student Association President, for his commitment to the Committee.

The Secretary to the Board confirmed the meeting was quorate with enough members present for decisions to be made.

2 Declaration of interest

Members agreed to indicate declarations of interest as appropriate throughout the meeting.

3 Presentation – Access to FE New Programme

The Head of Faculty for Education, Health and Social Studies spoke to the report, which had been issued on the new Access to FE Programme. Her presentation highlighted the need for a transition course for disengaged young people. A project based course designed to motivate and build confidence. The course would be levelled at SCQF 3, enabling learners, on completion, to progress onto college courses at SCQF 4 level. It is planned to offer the course early in session 2017-18. Members engaged in a discussion about the content of the course, likely demand and previous experience of engaging with disengaged learners. The committee asked the Head of Faculty to keep them updated on the development of the course.

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Members noted the report and thanked Head of Faculty June Holland for the presentation.

4 Minute of Meeting of 13 December 2016

The Minute of the Meeting of 13 December 2016 was approved.

5 Matters Arising

Reports: The Chair asked for all reports to include the name of the author in future.

5.1 Review of Learning & Teaching Committee Remit

The Chair reported that following discussion with the Chair of the Board, it had been agreed to defer the Working Group, until a later stage, and advised that it is important not to undertake the review of one committee in isolation. The Chair commented on the need to encourage more non-executive board members to join the Learning & Teaching committee. Members noted that two new board members had just been appointed to the Board who may be interested in joining.

6 Student Association Update

Emma Curtis, the Student Association Vice President provided an update on the Student Association. She advised the committee that she would be spending more time at Dumfries campus owing to the resignation of the President. Emma advised that she would be undertaking classroom visits to help promote the Student Association and the forthcoming elections for President and Vice President. The VP C&G confirmed that they have been working with NUS on office bearers and how to take the Student Association forward in future. Following these discussions, it has been agreed to have two full-time paid positions, President and Vice President. Other executive posts would be offered on a voluntary basis. The committee stressed the importance of a marketing campaign to raise awareness of the Student Association, in particular testimonials from existing student association members.

The Chair advised members that a discussion paper was going to the Board on the 7th March, on how the board might better engage with the student Association.

Action: The chair asked for the Board discussion paper to be circulated to L&T committee members and to let her have comments which could be fed into the Board discussion.

7 Key Performance Indicators Update

The Vice Principal Corporate Services & Governance spoke to the KPI report, which had been issued. The Board has remitted the monitoring of KPIs on retention, progression (leaver destinations) and outcomes to this committee. Vice Principal Corporate Services & Governance reported that the Short Life Working Group established following the last Education Scotland visit has been tasked with developing strategies to improve retention and attainment. The committee

expressed concern about the retention of full-time higher education courses and asked for more information on this to be made available at the next committee meeting.

Action: To provide the committee with details on retention of full-time higher education courses.

Further discussion surrounded the high College target set for full-time further education Student Outcomes compared to actual achieved. The Vice Principal C&G advised that the targets are set at the start of the 3-year Regional Outcome Agreement process, and that the Scottish Funding Council (SFC) encouraged colleges to be aspirational when setting targets. She advised the committee that this was also a sector issue and the SFC had tasked all colleges to achieve a success rate of 69% by 2016-17. The Vice Principal Corporate Services & Governance, advised that the Learner Destination data should be available for discussion at the next meeting in May. Members noted that the Early Retention figures for Full-time Further Education have increased by 2%.

The Chair of the committee acknowledged the effort made by staff to improve retention.

Members noted the report.

7 Vice Principal (Learning and Skills) Update

The Principal spoke to the report, which had been issued. The Principal reassured the committee on the various strategies used to improve retention and attainment such as increasing teaching hours, increasing tutorial time and a variety of different delivery methods. The Principal advised that the Faculty Heads are attending the Executive Management Team on the 8th March to present their Five-year curriculum plans. The five-year College curriculum plan will be presented to this committee for consideration, at its next meeting, before going to board for approval.

Members noted the contents of the report.

9 New Quality Framework

9.1 How Good is Our College/Quality Arrangements

The Vice Principal Corporate Services & Governance spoke to the report, which had been issued, advising that the documents relate to the new Quality Framework from Education Scotland and the arrangements set by Scottish Funding Council. The 'How Good is Our College?' framework encompasses the whole learner experience. She advised members that Education Scotland are planning a series of engagement visits including the Board. The new framework is designed to integrate with self-evaluation of the Regional Outcome Agreement and quality annual self-evaluation into a single report to include action for improvement and an overall grade. The SFC consider this year to be the developmental year with full implementation from 2017-18. The annual self-evaluation report will be considered by this committee, before going to the full board for approval, in the same way as under the previous framework.

Members noted the reports.

10 National Articulation Report

The Principal spoke to the report which had been issued, providing information to the Committee on articulation from college to University, in particular the increased number of students articulating with advanced standing. The Principal reported that the College has a number of formal articulation arrangements with Universities, allowing the students to move directly into a second or third year programme. The articulation numbers now form part of our Regional Outcome Agreement, which the SFC use to report to the Government providing vital information in terms of the Learner Journey.

Members noted the report.

11 Education Scotland Review Progress Report

The Vice Principal Corporate Services & Governance spoke to the report, which had been issued, advising that overall good progress has been made. One of the Short Life Working Groups has been asked to focus on reviewing the Learning & Teaching Strategy and the Student Retention and Attainment Strategy. Once these strategies have been agreed, a series of action plans will be developed to support them. The Chair requested that the L&T Committee be kept updated of the progress.

Members noted the report.

12 Quality Audit Reports/Surveys**12.1 Complaints Handling Statistics**

The Vice Principal Corporate Services & Governance spoke to the report, which had been issued, reminding members that the Board has remitted monitoring of complaints to this committee. The VP C&G advised that awareness training had recently taking place on how to deal with complaints which explains the overall increase in complaints. However, the complaints are spread over a range of categories and therefore no conclusion can be drawn at this stage in the academic year. The VP C&G advised that with all colleges now using the same categories, in future benchmarking with the sector will be possible and reported to this committee.

Members noted the report.

12.2 Student Satisfaction and Engagement 2015-16

The Vice Principal Corporate Services & Governance spoke to the report, which had been issued. She reported that information on student satisfaction is one of the many ways this committee monitors the quality of the learner experience. The Vice Principal Corporate Services & Governance reminded members that the committee had considered student satisfaction data at its meeting in October 2016. However, benchmarking with the sector is now possible following recent publication of sector data. Overall, the College benchmarks favourably with the sector with no areas for concern at this time. The VP C&G advised that the L&T Committee and Board can take great assurance from this level of satisfaction. She reported there is still work to be done to encourage more students to participate in the annual survey and that class reps and personal tutors will be asked to promote the survey and have their voice heard. The VP advised that data from this survey is used to further improve the students experience and address any areas of concern.

Members discussed the remit of the L&T Committee, which includes monitoring of quality in relation to learning and teaching and student engagement.

Members noted a positive report.

13 Any other Business**13.1 Events**

Peter Woods reported on events that may be of interest to Committee members, including:

- Education Show at NEC, on the 16th, 17th and 18th of March. There is no cost to this event
- Scottish Learning Festival at the SECC, taking place in September

Although, it was agreed that some of the events might not be appropriate for members, the Chair advised that it was very useful to receive such information. Pete Woods also reported that College Development Network offer a Teach Meeting on new Teaching ideas and Technologies. The Principal advised that the Staff Development Process should be followed, in terms of attending such events.

Action: The Principal to look at Promoting Awareness of these events.

13.2 Vice Principal

The Chair thanked Jannette Brown, Vice Principal, for her dedication to this committee and hard work as both the Board Secretary and the Vice Principal Corporate Services and Governance, and wished her well for the future. The Principal advised that responsibility for the Quality Framework would lie with her until the new Vice Principal was in post.

14 Date and time of the Next Meeting

The next meeting of the committee is to take place on 30th May, at 2 pm.

Learning and Teaching Committee

Education Scotland Review – Progress Update

1 Purpose of the Report

The purpose of this report is to provide the Learning and Teaching Committee with an update on the progress of each of the short life working groups set up to address actions following Education Scotland's (ES) Report published in April 2016.

2 The Report

As previously reported to the Committee, four short-life working groups were established to take forward discussions on addressing actions. The following is a summary of progress.

2.1 SLWG Self-Evaluation

As reported previously EMT agreed the focus would now be on the new Education Scotland Framework which will be in operation from session 2017-18. Meetings have taken place with John Bowditch, the College's HMle from Education Scotland and he attended a session with the Learning and Teaching Mentor team to discuss and observe the Mentor process. John will also attend a Self-evaluation meeting in early June to observe the current self evaluation process and to provide feedback on how we move forward. A briefing session with John Bowditch and college managers had been arranged for Friday 19 May – unfortunately this was cancelled to enable class groups affected by industrial action to attend college. It will be rescheduled for August 2017.

The EMT also agreed a different group be formed to transition to and implement the new quality framework, in particular to map current self-evaluation process against new framework which will identify actions to address any gaps and highlight areas for improvement. This action has been delayed until the new Vice Principal is in post.

2.2 SLWG Learner Engagement

A Key action agreed for this group included the exploration of developing a faculty rep system similar to the 'student council' system operated at Borders College. Due to the restructure of curriculum areas, this will be discussed and taken forward with the new Curriculum Managers appointed from August 2017.

The development of the College's Learner Engagement strategy is underway and will be presented to the Learning and Teaching Committee at its next meeting.

2.3 SLWG Learning and Teaching

It was previously agreed that this group would focus on revising the learning and teaching strategy. The Principal agreed to take the lead on this and a refreshed strategy will be presented to the Learning and Teaching committee at its next meeting, following consultation with staff.

Learning and Teaching Committee

2.4 SLWG Retention and Achievement

It was previously agreed that this group has completed the work required of it but a similar group may be formed in future to take forward actions to support the Learning and Teaching strategy and the student retention and achievement strategy once these are completed.

3 Recommendation

The EMT recognises that there has been a delay in taking forward some of these action points. Andy Glen, Vice Principal Performance & Planning will be responsible for monitoring agreed actions, progress and provide direction as required, and report back any concerns to the EMT.

Members are asked to note the progress to date and that 3 key strategies – Learning and Teaching; Learner Engagement and Student Retention and Achievement will be presented at the next Committee meeting for comment and approval.

Carol Turnbull
Principal

Learning and Teaching Committee

Retention and Achievement Working Group – Lead by Iain Hawker, Head of Faculty

Main Point for Action: The College should implement college strategies to improve retention rates where these are low. The working group to consider strategies to improve Early Student Retention (ESR), Withdrawal (SR) and Achievement rates for full-time learners

ESR - The group may wish to better understand a range of factors that influence early student retention, such as:

- promotional information, course detail available to learner prior to application
- pre-entry guidance, are they on the right course? Do we understand their prior experience, core skills profiling
- induction on arrival and in the early weeks,
- timetabling, the learner day, distribution of classes over the day and week
- identified support needs being met
- pace of learning
- learning and teaching issues such as lack of early guidance and support, lack of monitoring of early warnings relating to attendance, timekeeping and early assessments
- perception of quality of service,
- accommodation
- and personal circumstances

SR - (sometimes referred to as further withdrawal)– The group may wish to better understand a range of factors that influence student retention, such as

- Same as for ESR
- Workload / timing of assessments– too easy at the start?
- Timely feedback on progress – full awareness of where the learner is and what workload is to come?
- Early indication of academic problems / coping (effective tutorial system)
- Indication of disengagement/dissatisfaction
- Effective student support (including tutorial system)
- Work placements
- What keeps the students that remain, stay on the course?

Achievement – the group may wish to better understand a range of factors that influence student achievement:

- Learners
 - Are they on the right programme? Does previous year success equate to suitability for next level?
 - Do they receive appropriate support?
 - How well are they motivated?
- Teaching staff
 - Appropriate range of teaching approaches
 - Engaging learners
- Assessment approaches
 - Diagnostic
 - Formative
 - Summative
 - Self
 - Timing of assessment
 - Number of assessments
 - Preparation of learners

Learning and Teaching Committee

Learner Engagement Working Group – Lead by Janet Weir, Head of Faculty

Main Point for Action: The College should improve class representation arrangements and support the SA to ensure effective learner engagement in the work and life of the college. The working group to consider strategies to improve the following:

1. Class reps system – what should the role be? Arrangements for appointing and training?
2. Learner voice - Arrangements to gather SA views and present them to management and board. Results of self-evaluation and learner surveys not communicated effectively to learners and or learners not aware of any resulting actions for improvement;
3. Student Association – how do we ensure effective learner engagement in the life and work of the college

Learning and Teaching Working Group – Lead by June Holland, Head of Faculty

There was no Main Point for Action resulting from the review. However, Education Scotland highlighted a number of areas for improvement. The working group to consider strategies to improve the following:

1. The College's Learning and Teaching Strategy and recently-revised Retention and Learner Attainment Policy to not provide sufficient direction to guide improvement
2. Teaching teams do not actively promote equality and diversity-related themes when planning or delivering teaching sessions (p9)
3. In a few lessons teaching staff do not involve learners sufficiently in the planning of their own learning (p10)
4. In a few lessons, teaching approaches are not sufficiently engaging or motivating and learners are passive (p10)
5. In the Stranraer campus, there is limited library stock, and some learners are not fully aware of inter-campus library borrowing arrangements (p9)
6. EAB's are at an early stage and feedback from employers and stakeholders is not yet sufficiently established to fully inform planning for improvement (p11)

Self Evaluation Working Group – Lead by Jannette Brown, Vice Principal

Main Point for Action: The College should improve approaches to self-evaluation to ensure that action planning leads to improvement in performance. The working group to consider ways to improve the following:

1. Programme teams do not focus sufficiently on PI trend data information to identify and agree actions for improvement
2. Few programme reports include sufficient evaluative commentary on learning and teaching approaches (p3&p11)
3. A few learners comment that the Wheel is time consuming and contains language that is difficult to understand (p4 & p12)
4. Completed self-evaluation reports rarely identify underlying reasons behind withdrawals and do not include sufficiently robust actions to improve learner retention (p4)
5. Self-evaluation arrangements for support services (ILC, LZ/FAC, Library, Student Support) are underdeveloped and ineffective (p15). Support staff do not routinely collate and analyse learner-related support service delivery information to reflect on performance, identify trends or draw up improvement plans. Managers are over reliant on informal day-to-day information to evaluate overall performance

Learning and Teaching Committee

Learning and Skills Update

1 Purpose of the Report

This is the fourth report to the Committee for academic year 2016-17 and provides an update on a range of curriculum matters.

2 The Report

2.1 EIS Industrial Action and Impact on Learners

As a result of a dispute between the Employers Association and the EIS, members are aware that a number of strike days took place recently, which resulted in significant disruption to learners. Some classes were able to go ahead but the majority were cancelled.

A communication strategy was established to communicate with learners, and key stakeholders such as employers, schools, industry training boards etc. The Principal met with class representatives on 2 separate occasions and responded to general and specific enquiries. Heads of Faculty also met with student groups to understand and address issues and concerns, where possible.

Where it was possible to run classes, these were prioritised in terms of final examinations, where groups were behind in their study programme, progressing students etc.

The priority now is to support college learners to complete their programmes of study. Where necessary the teaching term will be extended beyond the planned finish date and the college will ensure buses are available as well as continued bursary and childcare payments. In order to maximise teaching to these groups the College has cancelled some school groups that were due to come in for a session during week commencing 12 June 2017. Where possible workbooks, project ideas etc will be provided to pupils as in previous years, and Heads of Faculty are working with individual schools and groups to facilitate this and minimise disruption. The College is committed to supporting the Planning for your Future Event and the Annual Schools Competition.

It is anticipated that the disruption will have some impact on our retention and attainment figures for 2016-17 but it is too soon to quantify this at the moment.

2.2 General Update

2.2.1 Faculty of Building and Engineering Services

Recruitment has taken place for a new Engineering Foundation Apprenticeship programme commencing 2017-18. 17 places have been offered and employer work placements secured. This is a significant improvement on 2016-17, when the course did not progress, due to low numbers of pupils registering an interest.

Learning and Teaching Committee

The CREST Construction Award is currently being piloted with 36 pupils from Dalbeattie High school and Grahams Contractor. It is proposed to extend this to an additional four schools for 2017-18 including Stranraer Academy (in partnership with Loreburn Housing). To date 238 pupils have expressed an interest in this programme.

College student Brad Roberts received fourth place in the 2017 SATTT Carpentry and Joinery competition, held on 13 May 2017 in Edinburgh College.

Twenty-four Kirkcudbright Academy School Motor Vehicle Learners visited the Nissan dealership in Dumfries

Numerous visits have taken place, during apprenticeship week, to engineering companies and work placements, resulting in several learners successfully gaining job interviews and apprenticeships.

25 Primary 6 and 7 pupils from Noblehill Primary School attended a 'My World of Work' session and took part in a variety of interactive activities.

The Faculty is hosting a National Electrical Apprenticeship (SECTT) competition on 15 June 2017.

Celebration of Learning events took place during week commencing 22 May 2017.

2.2.2 Faculty of Business, Computing and Creative Industries

The Faculty is currently seeking approval to offer a professional award in Accounting – the AAT Foundation Certificate in Accounting Level 2, from 2017-18 onwards, with a view to have a full professional offer from Level 5-8 within 3 years.

Working in conjunction with CTS, Microsoft Excel training has been delivered to local businesses focussing on upskilling the workforce in Excel capabilities.

An online work experience project unit is being piloted with a view to rolling this out across other curriculum areas in the future.

'Meet your Maker' bespoke craft design sessions in jewellery and willow were offered to learners and members of the wider community.

National Certificate Business and Information Technology learners visited Edinburgh zoo recently to focus on developing their marketing strategies.

Certificate and Higher National Certificate learners in Art and Design visited Kelvingrove Art gallery in February to see the work of Alphonse Much (a Czech artist 1860-1939).

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Learners from the Higher National Photography programme attended exhibitions in Edinburgh and Newcastle.

The Travelling Gallery Tour bus attended the college on 23 May 2017 to exhibit art work.

The first ever learner film festival is planned to take place on 9-10 June, 2017 at the Robert Burns Theatre.

2.2.3 Faculty of Hairdressing, Beauty, Hospitality and Sport

A Sportathon was held on 4 May in the College sports hall for HND Coaching and Developing Sport learners.

Professional Cookery Groups at both campuses are undertaking their synoptic assessments and are producing high quality food.

Hospitality learners have completed their final restaurant service of the session and feedback received has been extremely positive.

Hospitality Intermediate learner Clare McRory has been on placement at Neuros and will be offered employment as a result.

Intermediate Beauty learners prepared for and presented a very successful in-house 'Total Look' competition in May.

Hairdressing learners visited Browns Salon to be an audience for Nelson's staff who displayed some 'looks' they had created.

New Abbey and Kirkbean Primary school pupils are visiting the Hair and Beauty salons in June for some 'hands on' hairdressing.

Pupils from Stranraer Academy attended Stranraer Campus for a Hospitality taster session.

2.2.4 Faculty of Education, Health and Social Studies

Lifestart learners walked a mile for mental health and have also started a Partnership with the Richmond Fellowship.

Four previous College learners who progressed on to University study, returned to the College with dissertations in hand to show staff and other learners what they have achieved.

The Faculty reported the highest number of learners articulating onto degree programmes with University of West of Scotland and University of Glasgow, a total so far of 38.

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The college has agreed to be part of a Skills Academy with Queen Margaret University, supporting articulation and progression to University.

Six Access to HE learners have taken up volunteering opportunities supported through their programme.

Recruitment and information services has taken place with Rainbow Care open to all Faculty learners.

A joint trip has been arranged based on learning to play with the College schools class and our Full timeT class in Stranraer.

Annan Academy pupils attended college for 3 consecutive weeks to use College Childcare Facilities

Princes Trust learners completed an exceptional team challenge with Let's Get Sporty.

As well as the above events there are a range of internal faculty events that are delivered in the curriculum including guest speakers, visits, employer engagement event's and bespoke training opportunities.

2.2.5 Complete Training Solutions

Tony Budde, Chef Tutor, has been nominated by The Usual Place for Hospitality Educator of the year at the CIS awards in Glasgow for the work he has done with their Scottish Vocational Qualification candidates.

The College was successful in receiving approval from SSE for a bid for funding to support a 3day per week post to engage with local partners and develop community delivery across the region.

A successful Sector based Work Academy was delivered for ALDO and from the 8 learners that completed, 3 have secured employment and 2 have been offered work trials that will hopefully lead to employment.

Skills Development Scotland contracts have been awarded for 2017-18 and the college has contracts for: 53 Modern Apprenticeships, 12 stage 4 employability fund places – 8 of which have started for a Care Sector Work Academy.

9 staff from Derek Mitchell Electrician have completed their City & Guild 2394 and 2395 Inspection & Testing course. This is the first time this has been delivered and will not be offer to other electricians.

OFTEC approval has been secured and courses delivered for 21 oil and gas engineers.

Teams have been working with Morgan Sindall over the past 3 years to deliver a City & Guild multi-skilling programme which is almost complete. This will be promoted to other tradesmen next year.

An extensive programme of first aid has been delivered across the region on behalf of the Forestry Commission.

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3 Upcoming Events

- Monday 29 May 2017 – Celebration of Learning (Stranraer)
- Monday 5 June 2017 – Celebration of Learning (Faculty of Education, Health and Social Care)
- Tuesday 6 June 2017 – Celebration of Learning (Faculty of Business, Computing and Creative Industries)
- Wednesday 7 June 2017 – Celebration of Learning (Hair and Beauty)
- Wednesday 7 June 2017 – Celebration of Learning (Hospitality)
- Thursday 8 June 2017 – Celebration of Learning (sport)
- Friday 9 – Saturday 10 June – Learner Film Festival (Robert Burns Theatre)
- Monday 10 June – Recruitment Event for Kite Power Systems Ltd (Stranraer)
- Thursday 15 June 2017 – National Electrical Apprenticeship (SECTT) completion
- Thursday 15 June 2017 – Stranraer HN Graduation
- Friday 16 June 2017 - Annual Schools Competition
- Monday 19 June – Celebration of Learning (Project Search)
- Monday 19 - Wednesday 21 June – Planning for Your Future Event on Crichton Campus
- Thursday 20 July – BIM event in partnership with Energy Skills Partnership and Construction Scotland Innovation Centre.

4 **Recommendation**

Members are invited to note the range of activities taking place across all curriculum areas.

Carol Turnbull
Principal
May 2017

Learning and Teaching Committee

Key Performance Indicator Report

1 Introduction

The purpose of this paper is to provide the Learning and Teaching Committee with an update on the Colleges Key Performance Indicators.

2 The Report

One of the many duties of the Committee is to monitor academic performance, including student retention, progression and outcomes.

The committee should note that a number of short life working groups have been set up to address action points following the Education Scotland Review. One of the groups has been tasked with identifying strategies to improve retention and achievement.

2.1 Retention

There are two retention KPIs the Committee monitors:

- Early Student Retention – a measure of the number of students that meet the required retention date for Credit funding purposes (approx. 25% of the course duration) as a percentage of total enrolments; and
- Student Retention – a measure of the number of students who complete the course as a % of total enrolments.

All figures for session 2016-17 were current as at 22 May 2017.

2.1.1 Early Student Retention

The table below shows early student retention figures for session 2016-17 to date (22 May 2017), compared to final retention figures for the previous four sessions.

	Full-time Further Education		Full-time Higher Education	
	Actual	Sector	Actual	Sector
2016-17	90	-	92	-
2015-16	88	91.0	95	95.4
2014-15	91	91.4	96	95.6
2013-14	92	92.3	94	95.5
2012-13	91	91.6	94	94.4

In session 2015-16 college early student retention rate for further education full-time learners was 3% below the sector rate and sector average for high education full-time learners.

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2.1.2 Student Retention

The table below shows the student retention figures for session 2016-17 to date (22 May 2017), compared to final retention figures for the previous four sessions. Retention of full-time further education students is below the College target and also below the sector average. Retention of full-time Higher Education students was above College target and slightly above the sector.

	Full-time Further Education			Full-time Higher Education		
	Actual	Target	Sector	Actual	Target	Sector
2016-17	71	76	-	83	85	-
2015-16	70	75	74.5	83	82	82.8
2014-15	70	74	74.6	84	81	82.7
2013-14	74	74	77.3	82	81	84.2
2012-13	73	74	76.9	80	80	82.3

In session 2015-16 college student retention rate for further education full-time learners was 4.5% below the sector rate and sector average for high education full-time learners.

2.2 Leaver Destinations (Progression)

Student leaver destinations data is gathered on an annual basis as part of a national measure on destinations of successful full-time college leavers in Scotland. The College is required to gather this data by the Scottish Funding Council who specifies the destination categories to be reported upon. Leaver destination date is considered as part of course team self-evaluation. College and Sector Leaver destinations were reported to the committee at its December meeting. The data on 2015-16 destination will not be available until September 2017.

2.3 Student Outcomes

The student outcome measures the % of successful students as a % of total enrolments. This measure is analysed at the end of each session. Sector figures have now been included in the table below. Headline student outcomes for the past five sessions are as follows:

	Full-time Further Education			Full-time Higher Education		
	Actual %	Target %	Sector%	Actual %	Target %	Sector%
2015-16	61	70	65.5	71	76	72.2
2014-15	64	64	64.0	71	71	71.4
2013-14	64	65	65.9	71	72	71.3
2012-13	63	63	65.5	70	73	70.3
2011-12	61	61	63.5	70	61	68.9

Learning and Teaching Committee

In session 2015-16 college student outcome rate for further education full-time learners was 4.5% below the sector rate and 1.2% below sector average for high education full-time learners.

It should be noted that the Scottish Funding Council has targeted colleges to further increase the success rate for full-time further education students to 69% by 2016-17.

3. Recommendation

The Committee is asked to discuss progress against targets.

Carol Turnbull
Principal

Learning and Teaching Committee

Complaints Handling Statistics

1 Introduction

The purpose of this paper is to provide the Learning and Teaching Committee with an update on the Complaint Handling Statistics.

2 Background

One of the many duties of the Committee is to monitor the number and themes of complaints.

The College is required to comply with the Scottish Public Services Ombudsman (SPSO) complaints handling procedure and report annually on its performance in handling complaints. This analysis includes statistics showing the volume and type of complaint as well as key performance details. The SPSO model has 3 stages to complaint handling. These are:

- **Stage 1 – Frontline Resolution.** Frontline resolution aims to quickly resolve straightforward customer complaints that require little or no investigation. The main principle is to seek early resolution, resolving complaints at the earliest opportunity and as close to the point of service as possible. The College is required to acknowledge receipt of complaint within 3 working days and final decision within 5 working days
- **Stage 2 – Investigation.** Not all complaints are suitable for frontline resolution and not all complaints will be satisfactorily resolved at that stage. Complaints handled at the investigation stage are typically complex or require a detailed examination before we can state our position. These complaints may already have been considered at the frontline resolution stage, or they may have been identified from the start as needing immediate investigation. The College is required to conclude the investigation within 20 working days.
- **Stage 3 – Independent External Review.** Once the investigation stage has been completed, if the customer is still dissatisfied with the decision or the way the College dealt with the complaint, they can ask the SPSO to look at it.

3 The Report

As reported at the last committee meeting, the sector has now adopted the same set of categories to report on, which will make benchmarking with the sector possible in future.

Since the start of this session, as a way of improving college services, the quality team have been running workshops for staff, in particular, academic staff, on how to recognise the difference between an enquiry and a complaint. As to be expected when raising awareness, the number of complaints has risen compared to last session.

Learning and Teaching Committee

The table below shows the number and nature of complaints received from 1st August 2016 to 31st January 2017, compared against the number and nature of complaints in the previous session.

	Number of complaints considered	Number of complaints closed within 5 working days	Number of complaints where an extension was agree	Not upheld at Stage 1	Total Complaints made in 15-16
Stage 1	22	18	4	2	9
Customer Care (Staff Conduct)	1	-	1	-	-
Customer Care (Student Conduct)	2	2	-	2	-
Customer Care (Other)	-	-	-	-	1
Applications, Admissions, Progression (Application, Admission, Interview, Enrolment, Induction)	1	1	-	-	2
Applications, Admissions, Progression (Progression, Articulation, Withdrawal)	1	-	1	-	-
Course Related (Environmental)	3	3	-	-	-
Course Related (Assessment, Exams and Certification)	2	2	-	-	-
Course Related (Course Management)	-	-	-	-	1
Services (Funding/Bursary)	1	1	-	-	-
Services (Learning Technology)	-	-	-	-	3
Facilities (Other)	3	3	-	-	-
Facilities (Catering)	2	1	1	-	1
Facilities (Student Accommodation)	1	1	-	-	-
Facilities (Maintenance, Lifts, Car Parking)	2	1	1	-	1
Services (Other)	3	3	-	-	-

	Number of complaints closed within 20 working days	Number of complaints where an extension was agreed	Not upheld at Stage 2	Number of complaints considered Aug-Oct	Total in 2015-16
Stage 2	9	8	1	-	39
Customer Care (Student Conduct)	1	1	-	-	2
Customer Care (Staff Conduct)	3	3	-	-	14
Customer Care (Other)	-	-	-	-	5
Applications, Admissions, Progression	-	-	-	-	1
Course related (environmental)	1	-	1	-	-
Course related (Course Management)	4	4	-	-	13
Services (Other – transport)	-	-	-	-	4

Learning and Teaching Committee

The College routinely monitors the volume of complaints, in particular, number of complaints in each category. Regular monitor provides the College with an opportunity to identify areas for improvement as the complaint is resolved. At this stage in the academic year and given the low number of complaints in each category, it is too soon to draw any conclusions.

On an annual basis the Quality Manager reviews the nature and outcome of each complaint with a view to informing improvements in service, changes to procedures or publicity information, or identify a requirement for staff training.

4. Recommendation

The Committee is asked to note the report.

Carol Turnbull
Principal