

QUALITY and STANDARDS COMMITTEE
Minutes of a Meeting
2.00pm Wednesday 14th November 2012
Gordon Canning Room

Present: Mr David Crawford (DC) (Chair)
Mr Matt Birch (MB)
Mr Russell Marchant (RM)
Mr John Perry (JP)
Mr Luke Rake (LR)
Professor Ron Ritchie (RR)
Ms Becky Smyth (BS)
Dr Stephen Waite (SW)

In Attendance:

Apologies: Mr D Barnett

Minutes: Mr Rob Lee

		ACTION	ACTION DATE
1.	The Chair welcomed Mr R Marchant, Mr M Birch and Ms B Smyth to their first meeting. Mr Birch was standing in for Mrs R Scott-Ward, who is on maternity leave, and Ms Smyth has been elected as the HE student representative by the Student Council. Apologies Apologies were received from Mr D Barnett.		
2.	Declaration of Interest – Paper QS02/11/12 The Clerk advised that member's interests would be taken as those disclosed in the Register of Members Interests. There were no declarations of members interests for agenda items.		
3.	Minutes of the Last Meeting – Paper QS03/11/12 Minutes of the meeting held on the 20 th June 2012 were agreed to be a true and accurate record and signed by the Chair.		
4.	Matters Arising 4.1. (4.1, 4.3, 5.2) Outcome of the need to complete UWE Student Survey. SW advised that he believed that our students should have the		

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	<p>opportunity to have a UWE voice and whilst he appreciates that low numbers completing the survey could have a detrimental effect on results he believed that Hartpury students should have the opportunity to complete both the College and University surveys.</p> <p>4.2. (4.2, 10.0) Clarification of lighting solution in Sports Academy Car Park.</p> <p>DC advised that this was a complaint from the Student Council that lighting was poor in the area where students waited for buses. The Clerk confirmed that this had not been rectified.</p> <p><i>The Principal agreed that he would look to see if there needed to be extra lighting in this area.</i></p> <p>4.3. (4.3, 10.0) Update on staff attendance at Student Representative Forum.</p> <p>SW advised that he had discussed this matter with the UWE Student Union representative on campus and had offered to attend part of each of their council meetings. SW also advised that he had met with the Manager of Student Union and explained that there was a need to meet with students outside of formal council meetings. MB confirmed that he had been invited to attend the next Council Meeting.</p> <p>4.4. (5.1) Outline the reasons for negative trend in FE Student Survey in Learning Support and feedback to students.</p> <p>LR believed that this related to Functional Skills, where there had been some staff problems, and not Learning Support. LR confirmed that the staff problems were in the process of being resolved. LR believed that the negative trend in feedback to students was probably due to a revision of the audit procedures. SW believed that the HE/FE approach on this matter needs to be formalised.</p> <p>4.5. (5.2) Discuss Report on HE staff salary scales. Paper QS04.5/11/12</p> <p>DC advised that this matter had been discussed at the last meeting and he was concerned that high turnover of staff leading to potential problems with quality of teaching could be affected by our salary scales.</p> <p>SW referred Members to his report and advised that he had struggled to get comparative data on salary scales through official channels so he had taken a sample from salaries advertised in the Times Education and Higher Education Supplements. The majority of the data collected relates to the College sector and SW believed the conclusions to be that pay scales are considerably more uniform in the University sector and above those paid in the College sector; at all comparable salary bandings, Hartpury salaries scale (A, B and C) appears to be amongst the lowest and that this disparity in salary extends beyond academic posts and includes, Senior Managers, Administrative and Professional Staff and Service Staff. In response to DC RM agreed that the salary structure and quality of provision were areas that would continue to be investigated and</p>	RM	Immediate

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	<p>any further findings reported to the Committee.</p> <p>4.6. (5.2) Discuss Report on FE staff salary scales. Paper QS04.6/11/12</p> <p>LR advised that FE had similar findings to those in HE. LR referred Members to his Report and advised that turnover of staff was too high and we need to look at ways to link package to performance in the classroom. RM noted that there is very little correlation at Hartpury between length of service, and teaching observation grade. LR advised therefore that it seemed that it doesn't matter whatsoever how long staff have been teaching here, or how experienced they are, the quality of output is independent of these factors after a couple of years. Due to salary structure there is little incentive for any competent and effective staff to stay once they reach four or five years' service. MB believed that our salary structures need to be more flexible so as we can reward good staff. Whilst not disagreeing RM stated that we need to have a system that is transparent. In response to RM the Clerk advised that we receive an annual report from AoC on salary structures across FE college employment. In response to RR it was felt that this matter should also be discussed by Governors' Management Committee which is the Committee that oversees staff matters.</p> <p><i>It was agreed that the papers on HE and FE salary structures would go to the next meeting of the Governors' Management Committee.</i></p>	SW/LR	07/02/12										
5.	<p>Discuss and recommend for approval the College Self-Assessment Report 2011/2012 to include review of performance against targets (Appendix K) and setting of targets for 2012/2013. Paper QS05/11/12</p> <p>LR advised that College Self-Assessment Report was an annual requirement and outlined the process that had commenced in April and would be completed with a validation exercise with Landex next week. LR advised that one of the most important areas was our overall success rates and referred Members to the data. LR advised that Long Level 3 courses accounted for over 85% of our FE provision and there had been the first dip in performance for three years.</p> <table border="1" data-bbox="231 1512 1145 1646"> <thead> <tr> <th>2010/2011 Success %</th> <th>2011/2012 Success %</th> <th>Change</th> <th>Benchmark %</th> <th>Variance to Benchmark</th> </tr> </thead> <tbody> <tr> <td>86.9</td> <td>85.6</td> <td>-1.4</td> <td>81.4</td> <td>+4.1</td> </tr> </tbody> </table> <p>However LR explained that we were still well ahead of the benchmark and our current grade would still be considered outstanding. LR advised that the reduction of 1.4% was caused by reduced success rates in the areas of Specialist Sport (Rugby and Football) and Equine. The former has suffered to an increasing degree with students failing to gain places in the top teams leaving after 1 year or during year 1. In most cases these students simply return to their school sixth forms or colleges closer to home. In response to DC MB confirmed that at recruitment we were not overselling the academies to students or their parents. LR stated that this was not a criticism of the academies and suggested that as an elite sports college we might have to accept that this may happen. RR felt that there was not enough reflection in outcomes to learners to demonstrate this</p>	2010/2011 Success %	2011/2012 Success %	Change	Benchmark %	Variance to Benchmark	86.9	85.6	-1.4	81.4	+4.1		
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<p>and that it needs signalling more in the narrative. LR now referred Members to the performance against Governor set KPI targets and explained that when these were revised in 2011 they were moved upwards to become more challenging and LR confirmed that they do not match the Ofsted KPI's which are lower. The performance on success rates were:-</p>							
	Target/KPI	08/09	09/10	10/11	11/12	Nat B'mark	
	Long Level1 All Courses 90% (86%LY)	82%	89%	93.0% (92.9% 16-18)	85.9%	16-18 80%	
	Long Level 1 Adult 85 % (78%)	75%	86%	100%	80.8%	73%	
	Long Level 2 All Courses 85 % (84%)	78% (82% 16-18)	82% (82% 16-18)	88.3% (96.9% 16-18)	90%	16-18 78% 19+ 74%	
	Long Level 2 Adult 85 % (75%)	71%	87%	84.5%	81.9%	74%	
	Long Level 3 All Courses 85% (82%)	78% (80% 16-18)	83% (84% 16-18)	86.6% (86.9% 16-18)	84.5%	16-18 81% 19+ 75%	
	Long Level 3 Adult 80% (70%)	66%	75%	83.3%	79.3%	75%	
	Functional Skills 60% (60%)	66% (16-18) and 62% (19+)	80%	86%	80.6%	NA	
	No course below the LSC Minimum Level of Performance	No	No	No	TBC	NA	
	Attendance 95% (94%)	95%	95%	95.4%	94.4%	NA	
<p>RR noted that the trend was down on last year and that there is only one area that exceeded last year and two areas that exceeded target. LR believed this to be a dip as the trend was up over the four years and all were ahead of national benchmarks. RR wanted to ensure that the narrative reflected the dip. LR outlined the A Level results and in response to DC LR confirmed that there had been 3 "U"s and it was agreed these should be reflected in the data. RR thought there should be a few sentences on the concept of the A Level Centre. LR referred Members to the self-assessed summary of grades for curriculum areas and advised that there had been a reduction in performance in Equine and this was reflected in being graded as a 2 instead of 1 as last year. LR also advised that Outdoor Adventure and Uniformed Public Services had been graded a 1 against 2 last year. RR could not quite understand how we had self-assessed Leadership and Management overall as a grade1 when the category in the individual curriculum areas gave four grade 1's and eight grade 2's. LR advised that the calculation was not summative and was making allowance for first time managers and he referred Members to the</p>							

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	<p>narrative on page 17/18. RR felt that there should be a stronger endorsement if quality of leadership was to be graded 1 and there should be a footnote on page 5 referring to the narrative on pages 17/18. RR noted that there were several references to "Every Child Matters" and he felt that this was dated. LR suggested that this could be changed to "Student Experience". RR felt that the use of the word "mediocre" gave a signal for very poor teaching and after discussion this was felt not to be the case and LR agreed to review. LR advised that he was aiming for the self-assessment to become a much more live process and although still an annual report he intended to bring other reports to the meeting giving governors more regular updates on quality.</p> <p><i>The Self-Assessment Report 2011/2012 with the above amendments is recommended for approval by the Corporation.</i></p> <p><i>It was agreed that the FE Governor Performance KPI's should remain the same as last year.</i></p>	<p>LR/ Clerk</p> <p>LR</p>	<p>06/12/12</p> <p>Immediate</p>																												
6.	<p>Review HE performance to UWE KPI's. Paper QS06/11/12</p> <p>SW advised that the KPI's had been set by UWE and they are set each year during the faculty planning cycle.</p> <table border="1"> <thead> <tr> <th>KPI</th> <th>Current Year</th> <th>Target</th> <th>Target in Academic Agreement</th> </tr> </thead> <tbody> <tr> <td>National Student Survey Overall student satisfaction</td> <td>81%</td> <td>75%</td> <td>75%</td> </tr> <tr> <td>% of Undergraduate withdrawals.</td> <td>15%</td> <td>20%</td> <td>13.1%</td> </tr> <tr> <td>Average pass rate at first attempt.</td> <td>82%</td> <td>82.5%</td> <td>N/A</td> </tr> <tr> <td>% of students achieving 1st or 2:1</td> <td>57.4%</td> <td>52.5%</td> <td>N/A</td> </tr> <tr> <td>% of students obtaining graduate destination.</td> <td>50%</td> <td>55.3% + 2%</td> <td><10% var on comparator</td> </tr> <tr> <td>Tariff points on entry</td> <td>320</td> <td></td> <td>257</td> </tr> </tbody> </table> <p>SW advised that we had achieved three of the five targets. SW advised that we had only just missed the target for the pass rate at first attempt and he explained that the performance of our FD students, which is included in this data, are far more difficult to get up to speed and they account for 40% of students in this category. SW further explained that we had failed to reach the target for students taking up graduate destination employment but this was difficult to achieve in our programme areas of sport and equine but only 3.2% of our graduates are unemployed 6 months after graduating. RR believed there is evidence that the quality of our students is improving. RR felt that SW and his team should be congratulated for the improvements that have been made and UWE are seeing what they can learn from our performance.</p>	KPI	Current Year	Target	Target in Academic Agreement	National Student Survey Overall student satisfaction	81%	75%	75%	% of Undergraduate withdrawals.	15%	20%	13.1%	Average pass rate at first attempt.	82%	82.5%	N/A	% of students achieving 1 st or 2:1	57.4%	52.5%	N/A	% of students obtaining graduate destination.	50%	55.3% + 2%	<10% var on comparator	Tariff points on entry	320		257		
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7.	<p>Report on actions needed to maintain our Ofsted grade of "Outstanding". Paper QS07/11/12</p> <p>The Clerk advised that this was an action from the July 2012 Corporation meeting. LR outlined the key challenges for us to maintain our grade as an "outstanding" College.</p> <ul style="list-style-type: none"> • Teaching and Learning. • Managing the learner voice-there will be huge engagement with students within the new framework. • High quality outcomes-success rates and progression. • Confident staff in front of inspectors • Being ready-only 2 days' notice. <p>LW advised there is no formula for being graded outstanding as inspectors will be subjective in some areas. It will be key to show that we are different and therefore difficult to pigeon hole us. DC agreed that we will need to be more imaginative in making a difference to the student experience and that we need to bring staff interests to the front. RM believed that we need to improve our engagement with industry. LR outlined the areas for action.</p>																										
8.	<p>Note FE Attendance and Retention Data.</p> <p>8.1. Learner attendance until 28th October 2012. Paper QS08.1/11/12</p> <p>LR advised that the data was collected by an electronic data system and covered the academic year until the end of October 2012. There was some HE data in the figures which should be ignored but does make a slight difference to the overall result.</p> <table border="0"> <thead> <tr> <th style="text-align: center;">Department</th> <th style="text-align: center;">Overall %</th> </tr> </thead> <tbody> <tr> <td>Animal Care</td> <td style="text-align: center;">93.5</td> </tr> <tr> <td>Agriculture and Game</td> <td style="text-align: center;">96.7</td> </tr> <tr> <td>A Levels</td> <td style="text-align: center;">94.9</td> </tr> <tr> <td>Equine</td> <td style="text-align: center;">96.0</td> </tr> <tr> <td>General Sport</td> <td style="text-align: center;">98.5</td> </tr> <tr> <td>Horticulture</td> <td style="text-align: center;">87.3</td> </tr> <tr> <td>Outdoor Adventure and Public Services</td> <td style="text-align: center;">96.7</td> </tr> <tr> <td>Foundation Studies</td> <td style="text-align: center;">90.5</td> </tr> <tr> <td>Specialist Sport</td> <td style="text-align: center;">97.2</td> </tr> <tr> <td>Veterinary Nursing</td> <td style="text-align: center;">98.5</td> </tr> <tr> <td>Total</td> <td style="text-align: center;">96.2</td> </tr> </tbody> </table> <p>In response to DC LR advised that there were no areas of concern.</p> <p><i>It was agreed that all data analysis should contain a summary sheet.</i></p> <p><i>It was agreed that the HE data should be omitted.</i></p> <p>8.2. Learner retention until 31st October 2012. Paper QS08.2/11/12</p> <p>LR referred Member to the data on retention for the period to the end of</p>	Department	Overall %	Animal Care	93.5	Agriculture and Game	96.7	A Levels	94.9	Equine	96.0	General Sport	98.5	Horticulture	87.3	Outdoor Adventure and Public Services	96.7	Foundation Studies	90.5	Specialist Sport	97.2	Veterinary Nursing	98.5	Total	96.2	<p>ALL</p> <p>LR</p>	<p>Immediate</p> <p>Immediate</p>
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9.	<p>Note Degree Classifications. Paper QS09/11/12</p> <p>SW advised that substantial improvements have been made in terms of the proportion of undergraduate students achieving a 2:1 and above.</p> <table border="1"> <thead> <tr> <th></th> <th>2010/11 %</th> <th>2011/12 %</th> </tr> </thead> <tbody> <tr> <td>1st</td> <td>9</td> <td>14</td> </tr> <tr> <td>2:1</td> <td>37</td> <td>46</td> </tr> <tr> <td>2:2</td> <td>44</td> <td>36</td> </tr> <tr> <td>3rd</td> <td>10</td> <td>4</td> </tr> </tbody> </table> <p>SW advised that female students out performed male students and that there is some evidence of relatively poor success among BME students, but the sample size is small. RR felt that we should also look at results from students with disabilities. SW advised that on a wider issue some programmes are gender heavy and we need to look at the marketing of these courses. SW advised that the data on Foundation Degree success was not accurate and would need to be reviewed.</p> <p><i>It was agreed that degree success for students with disabilities will be brought to the next meeting.</i></p>		2010/11 %	2011/12 %	1 st	9	14	2:1	37	46	2:2	44	36	3rd	10	4	SW	06/02/12																		
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10.	<p>Note Chief External Examiners Report 2011/2012. Paper QS10/11/12</p> <p>SW referred Members to the Chief Examiners Report which they are required to submit on an annual basis to the University which audits the previous year's work on academic and professional standards, processes and procedures, collaborative provision and quality enhancement. SW advised that it was an excellent report with the Chief Examiner commended the College on its performance.</p>																																			
11.	<p>Discuss results of National Students Survey 2012. Paper QS11/11/12</p> <p>SW advised that the results for 2011/12 NSS again show improved performance by the College. Overall student satisfaction improved from 77% to 81%. There were improvements in all of the seven major</p>																																			

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	<p>survey themes. SW advised that the improved scores linked to "Learning Resources" demonstrates the benefits gained from the relatively modest investment in the development and opening of the HE Centre which provided improved access to IT resources and study space. In terms of the individual survey questions, the College demonstrated improvements in all but 2 of the 21 questions. SW believed that whilst these overall results are encouraging, further work is required to achieve and exceed sector norms.</p>		
12.	<p>Report on staff development since the last meeting</p> <p>SW issued a report detailing staff development that had taken place since the last meeting and this will be numbered QS12/11/12. LR advised that the main focus for FE had been on teaching and learning.</p> <p><i>It was agreed that a staff development paper would be included at each meeting detailing the training that had taken place since the last meeting.</i></p>	LR/SW	All Meetings
13.	<p>Note Minutes of Student Representative Forum. Paper QS13/11/12</p> <p>The Clerk advised that these are the minutes of the first meeting of the academic year of the UWE Hartpury Student Representative Forum and as there was no staff representative present the questions raised had not been answered. This should be actioned through the next meeting and the minutes available at the next meeting of this Committee.</p>		
14.	<p>Review analysis of customer complaints 2011/2012. Paper QS14/11/12</p> <p>The Clerk advised that complaints fell during the last academic year, with 68 complaints being received in total for the year 2010/2011 and 56 complaints being received for 2011/2012. Of the 56 complaints received, 22 were not upheld, 15 were upheld and 19 were partially upheld. The percentage of HE and FE complaints remained similar to other years with HE being greater. The Clerk advised that academic complaints decreased, with a total of 17 academic complaints received this year, compared to 22 last year. Of the 17 academic complaints received this year, 9 were HE students and 8 were FE students.. However accommodation complaints increased to 22 with the greatest number, 10, regarding poor standards but only 5 were upheld.</p>		
15.	<p>Note Ofsted Report on Socio-economic Performance Indicator. Paper QS15/11/12</p> <p>LR advised that Ofsted have issued a Socio-economic Performance Indicator Report designed to help inspectors and providers to better analyse performance when considering the social and economic disadvantage profile of the colleges learner cohort. LR advised that the table shows that the majority of our expected success rates would fall in the upper quartile of the socio-economic indicator and we are above these averages in 16-18 and 19+ age groups.</p>		

		ACTION	ACTION DATE
16.	<p>Any Other Business</p> <p>16.1. Benchmarking Analysis</p> <p>The Benchmarking Analysis 2011/2012 had been sent to Members by e-mail and a further copy to be numbered QS16.1/11/12 was distributed. LR advised that the benchmarking information had only just been received. The Charts showed College data against comparator group on retention by gender, disability, ethnicity and learning difficulty. The table shows that whilst there was a small reduction in retention last year, the gap has narrowed between the College and comparator group we are still significantly ahead of the sector. RR noted that the gap between the College and the comparator group had narrowed in the last year across most of the data and we should have a good narrative for why this has happened.</p>		
17.	<p>Dates of future meetings-all commence at 2.00pm</p> <p>Note change of next meeting from 13th to 6th February 2013</p> <p>Wednesday 6th February 2013 Wednesday 22nd May 2013 Wednesday 20th November 2013</p> <p>Wednesday 12th February 2014 Tuesday 17th June 2014 Wednesday 19th November 2014</p>		

Mr David Crawford
Chair Quality and Standards Committee

6th February 2012