

QUALITY and STANDARDS COMMITTEE
Minutes of a Meeting
2.00pm Wednesday 20th June 2012
Gordon Canning Room

Present: Mr David Crawford (DC) (Chair)
Mr David Barnett (DB)
Mr Luke Rake (LR)
Professor Ron Ritchie (RR)
Mrs Rosie Scott-Ward (RSW)
Dr Stephen Waite (SW)

In Attendance:

Apologies: Ms Pippa Halling
Mr Miles Murphy
Mr John Perry
Mr Malcolm Wharton

Minutes: Mr Rob Lee

		ACTION	ACTION DATE
1.	Apologies Apologies were received from Ms P Halling, Mr M Murphy, Mr J Perry and Mr M Wharton.		
2.	Declaration of Interest – Paper QS02/06/12 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 QS03/06/12 Minutes of the meeting held on the 15 th February 2012 were agreed to be a true and accurate record and signed by the Chair.		
4.	Matters Arising 4.1. (4.3, 5.2) Completion of UWE Student Survey. <i>Discussion had not taken place and decision on need to complete UWE student survey is carried forward to the next meeting.</i> <i>Copy of HE student surveys to be sent to UWE.</i>	SW/RR SW	14/11/12 Immediate

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	<p>4.2. (10.0) Lighting of Sports Academy Car Park.</p> <p>The Clerk advised that as the Principal was unable to be at this meeting he had sent an e-mail advising that the lighting at the Sports Academy Car Park had been sorted. DC enquired how this had been overcome but Members were not aware of the solution that had been put in place.</p> <p>Clarification of the lighting solution in the Sports Academy Car Park is required.</p> <p>4.3. (10.0) Staff attendance at Student Representative Forum Meetings.</p> <p>The Clerk advised that as Ms P Halling was unable to attend this meeting she had sent an e-mail of the action she had taken. The e-mail stated: -</p> <p>"In the Student Rep meeting I had after our last meeting I mentioned about having a senior member in the beginning of each meeting to discuss matters with students. This was welcomed by the Student Reps, however Wendy says it will be up to next years Student Reps to decide as it will be affecting their meetings, so we will not know an outcome until then."</p> <p>It seems that the student reps had agreed but the decision was blocked by the UWE Student Union Representative.</p> <p>It was agreed that the matter will be taken up with a senior student union representative at UWE.</p>	Clerk	Immediate																																				
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5.	<p>Discuss and agree actions from On Programme Student Survey.</p> <p>5.1. Further Education. Paper QS05.1/06/12</p> <p>LR advised that overall satisfaction levels are generally strong but skewed by certain pockets of dissatisfaction.</p> <table border="1"> <thead> <tr> <th></th> <th>09/10</th> <th>10/11</th> <th>11/12</th> </tr> </thead> <tbody> <tr> <td>Achievement and Enjoyment</td> <td>70</td> <td>67</td> <td>69</td> </tr> <tr> <td>Economic and Social Well-Being</td> <td>73</td> <td>86</td> <td>79</td> </tr> <tr> <td>Feeling Safe</td> <td>65</td> <td>62</td> <td>64</td> </tr> <tr> <td>Teaching, Learning and Assessment</td> <td>66</td> <td>66</td> <td>66</td> </tr> <tr> <td>Meeting Needs and Interests</td> <td>49</td> <td>52</td> <td>47</td> </tr> <tr> <td>Care, Guidance and Support</td> <td>63</td> <td>59</td> <td>58</td> </tr> <tr> <td>Getting to and from College easily</td> <td>85</td> <td>90</td> <td>85</td> </tr> <tr> <td>Toilets clean and serviced</td> <td>65</td> <td>48</td> <td>85</td> </tr> </tbody> </table> <p>LR advised that last year's survey had a negative theme due to two</p>		09/10	10/11	11/12	Achievement and Enjoyment	70	67	69	Economic and Social Well-Being	73	86	79	Feeling Safe	65	62	64	Teaching, Learning and Assessment	66	66	66	Meeting Needs and Interests	49	52	47	Care, Guidance and Support	63	59	58	Getting to and from College easily	85	90	85	Toilets clean and serviced	65	48	85		
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	<p>areas in sport that had high student numbers and had staff problems throughout the year. These areas have been resolved but unfortunately replaced by agriculture which has underperformed this year. Underperformance in any department leads to significantly more negative responses. LR advised that the majority of the results are above 80% in the "Agee" and "Mostly Agree" categories and DC noted that some were above 90%. RR believed that the graphs showed lots of positives and improvements and LR confirmed that the agriculture department accounted for some 200 of the 1200 responses so had quite an influence on the results. LR outlined some of the problems that had been found in the agriculture department. DC noted the remarkable improvement in the student's view of the toilet facilities and he believed that this should be passed onto Housekeeping. RR wanted Members to review those questions that had gone backwards the most over the three years analysis. There were four areas:-</p> <table border="1" data-bbox="183 761 1165 1086"> <thead> <tr> <th></th> <th>9/10</th> <th>10/11</th> <th>11/12</th> <th>Dist Travelled</th> </tr> </thead> <tbody> <tr> <td>Feedback clarifies things did not understand</td> <td>64</td> <td>60</td> <td>57</td> <td>-7</td> </tr> <tr> <td>I have regular 1-1 meetings, helps to set targets</td> <td>71</td> <td>68</td> <td>64</td> <td>-7</td> </tr> <tr> <td>Know who to go to for learning support</td> <td>68</td> <td>67</td> <td>61</td> <td>-7</td> </tr> <tr> <td>The learning support I receive is useful</td> <td>61</td> <td>60</td> <td>54</td> <td>-7</td> </tr> </tbody> </table> <p>RR noted that the last two items concerned learning support. LR advised that he was not sure what area of learning support this applied. In response to RR LR confirmed that the negative responses from agriculture should not have influenced this score. SW advised that learning support is a College wide service and funding arrangements have changed. RSW advised that expectations of learning support, particularly in HE were very high but RR felt that this did not explain this result and further work should be undertaken to explain it more fully as both areas had dropped each year. In response to RR relating to the negative trend over the three years in feedback to students LR advised that he had found that this was sometimes due to students receiving what should be positive feedback against poor assessments. SW advised that we are trying to get a greater exchange between HE and FE and RR felt that this may be a good area to start but felt as above there should be further work undertaken to explain the negative trend. In response to RR LR advised that there was staff development available relating to 1-1 tutorials.</p> <p><i>It was agreed that Housekeeping should be informed of the student's positive response to the improvement in the toilet facilities.</i></p> <p><i>Investigate reasons for negative trend in learning support.</i></p> <p><i>Investigate reasons for negative trend in feedback to students.</i></p>		9/10	10/11	11/12	Dist Travelled	Feedback clarifies things did not understand	64	60	57	-7	I have regular 1-1 meetings, helps to set targets	71	68	64	-7	Know who to go to for learning support	68	67	61	-7	The learning support I receive is useful	61	60	54	-7	<p>LR</p> <p>LR</p> <p>LR</p>	<p>Immediate</p> <p>Immediate</p> <p>Immediate</p>
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	<p>5.2. Higher Education. Paper QS06.2/06/12</p> <p>SW advised that overall results are promising and potentially bode well for the National Students Survey.</p> <table border="1" data-bbox="183 369 1141 907"> <thead> <tr> <th data-bbox="183 369 742 436"></th> <th data-bbox="742 369 885 436">09/10</th> <th data-bbox="885 369 1029 436">10/11</th> <th data-bbox="1029 369 1141 436">11/12</th> </tr> </thead> <tbody> <tr> <td data-bbox="183 436 742 504">Teaching and Learning</td> <td data-bbox="742 436 885 504">53</td> <td data-bbox="885 436 1029 504">57</td> <td data-bbox="1029 436 1141 504">58</td> </tr> <tr> <td data-bbox="183 504 742 571">Assessments</td> <td data-bbox="742 504 885 571">47</td> <td data-bbox="885 504 1029 571">50</td> <td data-bbox="1029 504 1141 571">50</td> </tr> <tr> <td data-bbox="183 571 742 638">Academic Support</td> <td data-bbox="742 571 885 638">54</td> <td data-bbox="885 571 1029 638">60</td> <td data-bbox="1029 571 1141 638">62</td> </tr> <tr> <td data-bbox="183 638 742 705">Course Management</td> <td data-bbox="742 638 885 705">48</td> <td data-bbox="885 638 1029 705">52</td> <td data-bbox="1029 638 1141 705">55</td> </tr> <tr> <td data-bbox="183 705 742 772">Learning Resources</td> <td data-bbox="742 705 885 772">53</td> <td data-bbox="885 705 1029 772">55</td> <td data-bbox="1029 705 1141 772">63</td> </tr> <tr> <td data-bbox="183 772 742 840">Personal Development</td> <td data-bbox="742 772 885 840">52</td> <td data-bbox="885 772 1029 840">54</td> <td data-bbox="1029 772 1141 840">54</td> </tr> <tr> <td data-bbox="183 840 742 907">Quality Assurance</td> <td data-bbox="742 840 885 907">53</td> <td data-bbox="885 840 1029 907">60</td> <td data-bbox="1029 840 1141 907">61</td> </tr> </tbody> </table> <p>SW further advised that there had been substantial improvements ($\geq 2\%$) over the previous year for 12 out of the 22 questions. There were effectively no changes in the degree of satisfaction expressed for seven questions and decreases in the responses recorded for only three questions. SW explained that improvements were clustered around aspects of programme organisation, communication with students, quality of support provided by staff and improved access to study facilities. The three areas of concern, where performance decreased, were the promptness of feedback, the perceived fairness of assessment/marking and the degree to which programmes were seen as intellectually challenging. SW believed that the underlining reasons for these failures to improve performance largely relate to individual staff and specific events rather than any general underlining systematic issues. SW referred Members to table 2 which shows the distance travelled over the last four years and it was noted that there was only one question relating to the course not being intellectually challenging that had gone backwards over that period and one other relating to assessment arrangements that had gone back on the previous year but not over the period. SW advised that some students were not challenged enough and we were going through programme development. In response to DC RSW advised that there would be considerable programme development over the next two years. RSW also believed that the positive results had been helped by the improvement in facilities due to the opening of the HE centre. SW advised that differences in the performance of the major subject areas within HE are shown in table 3 and can be seen that the Animal and Land Sciences have performed very well. SW explained that the other areas, Equine Science and Sports Science had both been affected over the year by staff problems. RSW advised that staff were a problem and at the start of the next academic year we would have 9 new members. SW advised that he was further concerned that the University of Gloucestershire was advertising for 12 posts at significantly higher salaries than we currently offered. In response to DC SW confirmed that we do have lower</p>		09/10	10/11	11/12	Teaching and Learning	53	57	58	Assessments	47	50	50	Academic Support	54	60	62	Course Management	48	52	55	Learning Resources	53	55	63	Personal Development	52	54	54	Quality Assurance	53	60	61		
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	<p>salaries than UWE but the difference with University of Gloucestershire is that a move would not significantly affect staff relating to travel or changes in school for children. SW advised that there was no set salary structure. RR wondered if this was a matter for this committee. DC felt that if low salaries and subsequent high turnover of staff affected quality then maybe it should be investigated further. LR advised there were also similar difficulties with FE staff. SW referred Members to table 4 which gave the poor results to the survey against a particular programme which was primarily the result of a poor quality member of staff. SW advised that this matter was being resolved.</p> <p><i>It was agreed that a paper should come to the next meeting relating to HE and FE salaries with benchmarks.</i></p>	SW/LR	14/11/12																																							
6.	<p>Review FE data</p> <p>6.1. Learner Attendance by Department. Paper QS06.1/06/12</p> <p>LR advised that overall attendance for the year to 1st June 2012 was 91.7% against a target of 95%. The marked reduction was due to a more rigorous way of collecting the data and high unauthorised absence in the agricultural department.</p> <table border="1"> <thead> <tr> <th></th> <th>Overall %</th> <th>Unauthorised Absence %</th> </tr> </thead> <tbody> <tr> <td>Animal Care</td> <td>92.1</td> <td>7.5</td> </tr> <tr> <td>Agriculture and Game</td> <td>85.5</td> <td>13.7</td> </tr> <tr> <td>A Levels</td> <td>94.5</td> <td>5.1</td> </tr> <tr> <td>Equine</td> <td>94.4</td> <td>4.8</td> </tr> <tr> <td>General Sport</td> <td>90.3</td> <td>9.1</td> </tr> <tr> <td>Horticulture</td> <td>95.5</td> <td>3.9</td> </tr> <tr> <td>Outdoor Adventure and Public Services</td> <td>94.7</td> <td>4.9</td> </tr> <tr> <td>Foundation Studies</td> <td>94.5</td> <td>4.9</td> </tr> <tr> <td>Specialist Sport</td> <td>91.4</td> <td>8.2</td> </tr> <tr> <td>Veterinary Nursing</td> <td>99.2</td> <td>0.8</td> </tr> <tr> <td>School</td> <td>93.2</td> <td>6.8</td> </tr> <tr> <td>Total of all Departments</td> <td>91.7</td> <td>7.7</td> </tr> </tbody> </table> <p>It is not necessary for the two columns to add to 100 as there are other factors that make up the overall attendance. LR referred Members to the Agriculture course results and it could be seen that there were several courses with in excess of 20% unauthorised absence. In response to DC LR advised that these figure were reviewed monthly and in response to RR LR advised that this had been first recognised in October 2011. LR advised the problems relating to the non compliance of staff and the action that was being taken. DB advised that he had been involved with this area for a couple of years and the major problem was that we had ineffective senior lecturers in post. LR advised that it is difficult to employ good quality staff in this area but a new Head of Department had been appointed from within our HE Department. RR thought there should be considerable concern over the agricultural area for the problems to continue for so long and DC felt that there should be an improved monitoring of data to allow early recognition.</p>		Overall %	Unauthorised Absence %	Animal Care	92.1	7.5	Agriculture and Game	85.5	13.7	A Levels	94.5	5.1	Equine	94.4	4.8	General Sport	90.3	9.1	Horticulture	95.5	3.9	Outdoor Adventure and Public Services	94.7	4.9	Foundation Studies	94.5	4.9	Specialist Sport	91.4	8.2	Veterinary Nursing	99.2	0.8	School	93.2	6.8	Total of all Departments	91.7	7.7		
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	<p>6.2. In Year Retention. Paper QS06.2/06/12</p> <p>LR advised that the overall retention rate calculated by Ofsted requirements (discounts first 6 weeks) was 94.6% against 90.3% the previous year. This is an excellent result.</p> <table border="1"> <thead> <tr> <th></th> <th>2011/12 %</th> <th>2010/11 %</th> </tr> </thead> <tbody> <tr> <td>A Levels</td> <td>94.8</td> <td>95.3</td> </tr> <tr> <td>Agriculture and Game</td> <td>96.0</td> <td>90.8</td> </tr> <tr> <td>Animal Care</td> <td>93.4</td> <td>88.1</td> </tr> <tr> <td>Equine</td> <td>93.4</td> <td>85.2</td> </tr> <tr> <td>Foundation Studies</td> <td>100.0</td> <td>91.7</td> </tr> <tr> <td>General Sport</td> <td>93.7</td> <td>92.4</td> </tr> <tr> <td>Outdoor Adventure and Public Services</td> <td>96.8</td> <td>92.5</td> </tr> <tr> <td>Specialist Sport</td> <td>93.4</td> <td>81.3</td> </tr> <tr> <td>Veterinary Nursing</td> <td>96.2</td> <td>100.0</td> </tr> <tr> <td>Total</td> <td>94.6</td> <td>90.3</td> </tr> </tbody> </table>		2011/12 %	2010/11 %	A Levels	94.8	95.3	Agriculture and Game	96.0	90.8	Animal Care	93.4	88.1	Equine	93.4	85.2	Foundation Studies	100.0	91.7	General Sport	93.7	92.4	Outdoor Adventure and Public Services	96.8	92.5	Specialist Sport	93.4	81.3	Veterinary Nursing	96.2	100.0	Total	94.6	90.3		
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7.	<p>Review Student Semester 1 Withdrawal Data. Paper QS07/06/12</p> <p>SW advised that the average semester 1 retention across all levels was 95% while the average level 1 was 92% with the total number of students withdrawing being 69 compared with 70 the previous year. SW agreed with DC that the figure of withdrawal for the sector was given at 20%. SW outlined the top reasons for withdrawal which were the student not being ready for the course; employment and not achieving the level of sport they expected.</p>																																			
8.	<p>Review results of Student Communication Survey. Paper QS08/06/12</p> <p>The Clerk advised that there was some concern on how the data was collected and this item was withdrawn.</p>																																			
9.	<p>Note minutes of Student Representative Forum 29th February 2012. Paper QS09/06/12</p> <p>RSW gave Members an update on management responses to the Student Representative Forum Minutes.</p>																																			
10.	<p>Any Other Business</p> <p>10.1. National Success Rate Tables 2010/2011.</p> <p>LR issued a report on the national success rates and this will be numbered QS10.1/06/12 and advised that these results had just been received and are produced each spring and contain data on all institutions' performances for the preceding academic year. The results were very good with the College being placed top of all land based colleges and also all local colleges for success rates at Level 3 16-18, which is our and most college's core business. LR believed that this had never happened before.</p>																																			

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<p>Specialist Designated Land-Based Colleges</p> <table border="1" data-bbox="183 280 1150 920"> <thead> <tr> <th>College</th> <th>Starters</th> <th>Success Rate (%)</th> </tr> </thead> <tbody> <tr><td>HARTPURY COLLEGE</td><td>867</td><td>86.5</td></tr> <tr><td>MOULTON COLLEGE</td><td>446</td><td>86.1</td></tr> <tr><td>ASKHAM BRYAN COLLEGE</td><td>279</td><td>81.7</td></tr> <tr><td>BROOKSBY MELTON COLLEGE</td><td>251</td><td>79.3</td></tr> <tr><td>SPARSHOLT COLLEGE</td><td>1,628</td><td>78.0</td></tr> <tr><td>PLUMPTON COLLEGE</td><td>241</td><td>78.0</td></tr> <tr><td>BERKSHIRE COLLEGE</td><td>268</td><td>76.5</td></tr> <tr><td>BISHOP BURTON COLLEGE</td><td>471</td><td>74.9</td></tr> <tr><td>HADLOW COLLEGE</td><td>269</td><td>74.3</td></tr> <tr><td>OTLEY COLLEGE</td><td>209</td><td>74.2</td></tr> <tr><td>MYERSCOUGH COLLEGE</td><td>721</td><td>74.1</td></tr> <tr><td>REASEHEATH COLLEGE</td><td>538</td><td>74.0</td></tr> <tr><td>PLYMOUTH COLLEGE OF ART</td><td>276</td><td>73.9</td></tr> <tr><td>BICTON COLLEGE</td><td>155</td><td>73.5</td></tr> <tr><td>EASTON COLLEGE</td><td>340</td><td>72.4</td></tr> <tr><td>KINGSTON MAURWARD</td><td>141</td><td>72.3</td></tr> <tr><td>CAPEL MANOR COLLEGE</td><td>110</td><td>64.5</td></tr> </tbody> </table> <p>Gloucestershire</p> <table border="1" data-bbox="183 1021 1150 1290"> <thead> <tr> <th>College</th> <th>Starters</th> <th>Success Rate (%)</th> </tr> </thead> <tbody> <tr><td>HARTPURY COLLEGE</td><td>867</td><td>86.5</td></tr> <tr><td>CIRENCESTER COLLEGE</td><td>5,486</td><td>82.2</td></tr> <tr><td>FILTON COLLEGE</td><td>1,984</td><td>81.2</td></tr> <tr><td>ROYAL FOREST OF DEAN</td><td>754</td><td>74.7</td></tr> <tr><td>STROUD COLLEGE</td><td>297</td><td>67.3</td></tr> <tr><td>GLOUCESTERSHIRE COLLEGE</td><td>1,303</td><td>64.6</td></tr> </tbody> </table> <p>LR advised that our results are the result of very strong retention and this is going to be very important in the future for Ofsted. RR noted that other than the top two, Hartpury and Moulton, the other colleges were not very close.</p> <p>10.2. Feedback from HMI Visit</p> <p>LR issued a report, which will be numbered QS10.2/06/12, on the feedback from the HMI visit at the end of May. The inspectors were looking at FE as part of a best practice survey to feed into a national report entitled "How Colleges Improve". The inspector's feedback was very positive and LR outlined the comments that had been made.</p> <p>10.3. CPD for FE Staff.</p> <p>LR issued a schedule, which will be numbered QS10.3/06/12, outlining the staff development that was taking place. In response to DC LR advised that weaknesses had been identified and this resulted in the staff development.</p> <p><i>It was agreed that at each meeting a report will be issued as to the staff development that has taken place.</i></p>	College	Starters	Success Rate (%)	HARTPURY COLLEGE	867	86.5	MOULTON COLLEGE	446	86.1	ASKHAM BRYAN COLLEGE	279	81.7	BROOKSBY MELTON COLLEGE	251	79.3	SPARSHOLT COLLEGE	1,628	78.0	PLUMPTON COLLEGE	241	78.0	BERKSHIRE COLLEGE	268	76.5	BISHOP BURTON COLLEGE	471	74.9	HADLOW COLLEGE	269	74.3	OTLEY COLLEGE	209	74.2	MYERSCOUGH COLLEGE	721	74.1	REASEHEATH COLLEGE	538	74.0	PLYMOUTH COLLEGE OF ART	276	73.9	BICTON COLLEGE	155	73.5	EASTON COLLEGE	340	72.4	KINGSTON MAURWARD	141	72.3	CAPEL MANOR COLLEGE	110	64.5	College	Starters	Success Rate (%)	HARTPURY COLLEGE	867	86.5	CIRENCESTER COLLEGE	5,486	82.2	FILTON COLLEGE	1,984	81.2	ROYAL FOREST OF DEAN	754	74.7	STROUD COLLEGE	297	67.3	GLOUCESTERSHIRE COLLEGE	1,303	64.6	LR/SW	14/11/12
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MYERSCOUGH COLLEGE	721	74.1																																																																											
REASEHEATH COLLEGE	538	74.0																																																																											
PLYMOUTH COLLEGE OF ART	276	73.9																																																																											
BICTON COLLEGE	155	73.5																																																																											
EASTON COLLEGE	340	72.4																																																																											
KINGSTON MAURWARD	141	72.3																																																																											
CAPEL MANOR COLLEGE	110	64.5																																																																											
College	Starters	Success Rate (%)																																																																											
HARTPURY COLLEGE	867	86.5																																																																											
CIRENCESTER COLLEGE	5,486	82.2																																																																											
FILTON COLLEGE	1,984	81.2																																																																											
ROYAL FOREST OF DEAN	754	74.7																																																																											
STROUD COLLEGE	297	67.3																																																																											
GLOUCESTERSHIRE COLLEGE	1,303	64.6																																																																											

		ACTION	ACTION DATE
	<p>10.4. Geographical Batch Analysis</p> <p>LR issued a report, which will be numbered QS10.4/06/12, giving examples of the detailed analysis that is now available to investigate student cohorts both prior and post enrolment. This will allow us to follow through more thoroughly recruitment and retention patterns. LR outlined how this could be expanded in the future.</p>		
11.	<p>Dates of future meetings-all commence at 2.00pm</p> <p>Wednesday 14th November 2012 Wednesday 13th February 2013 Wednesday 22nd May 2013 Wednesday 20th November 2013</p>		

Mr David Crawford
Chair Quality and Standards Committee

14th November 2012