



## QUALITY, ENHANCEMENT and STANDARDS COMMITTEE

### Minutes of a Meeting 2.00pm Tuesday 11<sup>th</sup> November 2014 Gwynne Holford Room

**Present:**

- Mr David Crawford (DC) (Chair)
- Ms Isabel Beveridge (IB)
- Mrs Rosamund Blomfield-Smith (RBS)
- Mrs Barbara Buck (BB)
- Mr John Deane (JD)
- Dr Beri Hare (BH)
- Mr Russell Marchant (RM)
- Mr Chris Moody (CM)
- Mr Luke Rake (LR)
- Mr Jack Reed (JR)
- Professor Ron Ritchie (RR)
- Mrs Rosie Scott-Ward (RSW)
- Mr Charles Whitehouse (CW)
- Ms Claire Whitworth (CW1)

**In Attendance:** Mr Graham van der Lely (GvdL)

**Minutes:** Mr Rob Lee

		ACTION	ACTION DATE
1.	<p><b>Apologies</b></p> <p>All Members were present.</p>		
2.	<p><b>Declaration of Interest</b></p> <p>The Clerk advised that members' interests would be taken as those disclosed in the Register of Members Interests. There were no declarations of members interests for agenda items.</p>		

		<b>ACTION</b>	<b>ACTION DATE</b>
3.	<p><b>Minutes of Meeting 26<sup>th</sup> June 2014</b></p> <p>Minutes of the meeting held on the 26<sup>th</sup> June 2014 were agreed to be a true and accurate record and signed by the Chair.</p>		
4.	<p><b>Matters Arising</b></p> <p><b>4.1. (4.3.) Discuss HE Equality and Diversity Report.</b></p> <p>Will be discussed at Agenda Item 8.3</p> <p><b>4.2. (4.4.) The Governors Information Pack</b></p> <p>The Clerk advised that the Governors Information Pack will be reviewed as there is considerable duplication with SAR and KPI's.</p> <p><b>4.3. (4.6.) Discuss outcomes of the review into decline of students achieving a "good degree".</b></p> <p>Will be discussed at Agenda Item 8.4.</p> <p><b>4.4. (9.0.) Discuss Report on HE Teaching Observations.</b></p> <p>Will be discussed at Agenda Item 8.6.</p>		
5.	<p><b>Agree Minutes of the 17<sup>th</sup> September 2014.</b></p> <p>Minutes of the meeting held on the 17<sup>th</sup> September 2014 were agreed to be a true and accurate record and signed by the Chair.</p>		
6.	<p><b>Matters Arising</b></p> <p>All outstanding matters are Agenda items.</p>		
7.	<p><b>FE Section</b></p> <p><b>7.1. Discuss and recommend approval of Self-Assessment Report. Paper QES07.1/11/14</b></p> <p>LR advised that there had been a complete re-write of the Self-Assessment Report (SAR) taking on the discussions from the last meeting and he thanked CW1 and Heads of Department for their contribution. LR advised that it was a very large document but did not expect it to be this size going forward. LR has self-assessed the College as Grade 2 Good but this did not mean we would not get awarded by Ofsted a Grade 1 Outstanding but he felt that we did have some significant challenges. LR advised that the actions to address these shortfalls were outlined in the Quality Improvement Plan (QIP). LR stressed that whilst we did have these challenges there was also some strong areas particularly on BTEC success rates and value added. BH felt that the</p>		

	ACTION	ACTION DATE
<p>document lacked clarity and needed to be compressed and the departmental summaries should be taken out and become a separate document. BH felt that there should be clear and succinct judgements at the beginning of each section. BH felt that all this would make it a more readable document. BH had a number of other observations on the structure and format of the SAR and these will be shared with LR and CW1 outside of the meeting. RR believed that the document was much improved in matter of substance and would put us in a stronger position with Ofsted but agreed that it did need editing. RR queried the logic of how the effectiveness of A Level Department Leadership and Management was self-assessed as Good when there were two areas within the department that had been self-assessed as requiring improvement. LR responded that he believed the management of this area had done everything they could to maximise the results and felt on balance it was an overall Grade 2. RM believed that we were self-assessing a fairly unique A Level Centre. RBS observed that there were many references to national averages but thought that we should be aiming well above this as an outstanding College. BH agreed that national average is satisfactory not good and outstanding is well above this. RBS was also not sure who the document was for. Was it a report to this Committee, a working document or for an external audience? LR advised that the SAR has to be strategic but confirmed that it should cover all three areas raised by RBS and this was a challenge but foremost it was an internal working document. GvdL referred to the Summary of Provision and Areas for Improvement and wondered why ILT and data collection was now such an issue when it had not been raised before. LR replied that this was more a strategic response to the target grades and predicted outcomes. CW1 confirmed that there were some gaps in our independent learning opportunities. In response to BH RM advised that in the past we had Pro-Achieve but it had not been used and that our MIS Department gives us the same as we can get out of Pro-Achieve. BH warned that it was necessary for the data to be kite marked. CM welcomed the document for being more critical but did not believe it was a document for Ofsted or to come to this Committee and that he felt the approach was out of date.</p>		
<p><b><i>The document will be edited taking into consideration the comments that have been made and presented to the next Corporation Meeting for approval.</i></b></p>	LR	11/12/14
<p><b>7.2. Discuss outcomes of Enrolment and Induction Student Survey. Paper QES07.2/11/14</b></p>		
<p>LR advised that we have changed the system of gathering the views of our students and this gives us much more rapid response and also gives us the ability to ask parents. LR advised that satisfaction levels were very high with students very happy with their experience of the College so far. Parents whilst being less satisfied still had high levels of satisfaction. LR explained that the major concern related to the length of time enrolment took and some logistical challenges related to Equine enrolment. The Quality Review Boards are looking at possible actions that can be taken and this will</p>		

	ACTION	ACTION DATE
<p>integrated in to the QIP. In response to RSW LR advised that this was an on-line survey which replaced a paper based survey with responses lower than previously but still acceptable at over 600. In response to DC LR believed that 90% satisfaction rate was acceptable and confirmed that both parents and students overall satisfaction levels exceeded this level. LR felt that as this was the first time we had used this system there would be some amendments in the future.</p> <p><b>7.3. Review KPI's to include Department KPI's. Paper QES07.3/11/14</b></p> <p>LR advised that the changes had been made to the KPI's suggested at the last meeting and now included data for each department. Changes since the last issue were marked in red. DC asked that in future the Executive Summary contains a statement on performance. In response to RR LR advised that success rates had recently been updated and agreed that he now needed to review targets for the current year. In response to GvdL LR advised that final enrolment figure is taken six weeks after enrolment and this is currently being finalised and will be available for next issue. CM believed that to make the success rate data more meaningful we need enrolment numbers. CW noted that positive destinations on departments were all 100% but overall sheet was 90% and LR agreed that this needed amendment. In response to RM LR agreed that value added was in the wrong year. BH believed that the Executive Summary should make a judgement on the data and outline action and it should not be left to individual members to make their own judgement and the same should apply to the SAR. It was also felt that as the targets and data were a management tool they should be College not Governor KPI's.</p> <p><b><i>It was agreed that KPI's would be amended in line with the above discussion prior to issue at the next Corporation Meeting.</i></b></p>	LR	11/12/14
<p>8. <b>HE Section</b></p> <p><b>8.1. Discuss Enrolments for 2014/2015. Paper QES08.1/11/14</b></p> <p>RSW advised that we should slightly exceed our budgeted numbers for this year. Degree numbers were up with better retention levels for years two and three. Foundation Degrees and Postgraduate were both down. In response to RR JD advised that there are plans in place to improve the numbers of postgraduate sport students. In response to GvdL RSW confirmed that Agriculture Students are included in Animal Land Sciences (ALS) and GvdL suggested that these could be included on a separate line. RSW advised that ALS continues to grow and this is largely due to Animal Behaviour and Veterinary Nursing who count for 347 of the 610 ALS students and the dependency on these two areas was a risk.</p>		

	ACTION	ACTION DATE
<p><b>8.2. Review KPI's Paper QES08.2/11/14</b></p> <p>RSW advised that the KPI's had been amended in line with suggestions from the last meeting and that changes to data were highlighted. RSW advised that the average tariff on entry reduction from 310 to 291 was the lowest score for three years. RSW advised that a breakdown of the figures suggests there is a need to attract higher achieving degree students and explained some of the key activities that were taking place. In response to RR as to whether this would be problematical for TDAP RSW explained that we were monitoring very closely to enable us to address.</p> <p><b>8.3. Discuss HE Equality and Diversity Report. Paper QES08.3/11/14</b></p> <p>JD advised that this report provides a summary of HE data on the Equality and Diversity, Widening Participation and Access Agenda. The data shows that a continued stable position. JD advised that we have several new initiatives in place to support our activity. These include reviewing and integrating our Outreach activity, implementing a new bursary policy for 2015 to encourage application and retention of priority groups and supporting applications from the local area. In response to DC JD that the applicants for bursaries had not been oversubscribed and more work was required to attract students. DC requested that data should be included in future reports.</p> <p><b>8.4. Discuss outcomes of the review into decline of students achieving a "good degree". Paper QES08.4/11/14</b></p> <p>JD advised that this had been debated at the June Meeting and sent back to the Associate Faculty Board for further review of the issues surrounding the drop to 49%. JD advised that there was some evidence of staff not using the full marking range but this was progressing. It was also believed that teaching and learning had not been a significant factor in the drop. JD outlined the actions that had been put in place and advised that students attaining good honours degrees in 2013/2014 had increased significantly to 62%. RSW advised that data supports the key actions that had been taken. RR felt that this was very reassuring and it had been worth testing that we had made the right interventions.</p> <p><b>8.5. Discuss and agree template for Associate Faculty Annual Review for 2013/2014. Paper QES08.5/11/14</b></p> <p>JD advised that it had been agreed to produce an Associate Faculty Annual Review Report and this would be similar to the FE SAR. RR believed that the part of the review that reflects on partnerships should do so on all partnerships and not just UWE. The remainder of the template was agreed.</p> <p><b><i>The Report including above suggestion will be presented to the next meeting.</i></b></p>	<p>JD</p>	<p>12/03/15</p>

	ACTION	ACTION DATE
<p><b>8.6. Discuss Report on Teaching Observations for 2013/2014. Paper QES08.6/11/14</b></p> <p>JD advised that 96% of staff were graded excellent or commendable and confirmed that the grading was standardised by an external teaching and learning expert. JD explained that this correlated with continued improvements in NSS scores around the quality of teaching and learning. JD advised that examples of good practice encapsulated through the observations were also the focus of 'sharing good practice in teaching and learning' staff development sessions. JD advised that in order to continue to improve standards there were a number of actions being taken and these were outlined. RR thought that we may gain from some cross college involvement between FE and HE. RSW advised that Veterinary Nursing already goes through both and it was thought that this may be a good place to start. BH commended the clarity of the Report.</p> <p><b><i>Cross College teaching observations will be trialled in Veterinary Nursing.</i></b></p>	JD/LR	As Required
<p><b>8.7. Discuss Annual Report of External Examiner for 2013/2014. Paper QES08.7/11/14</b></p> <p>RSW advised that we have received very good feedback from both field and award external examiners. RSW explained that the vast majority of judgements illustrate complete and or broad confidence and that there are no judgements with no confidence. In response to RR RSW advised that the two areas with limited confidence are linked with ISIS and feedback has been given to UWE. RSW explained that there are examples where good practice in some areas can be utilised to enhance others, specifically around the postgraduate provision, and this will be a key action going forward. RSW outlined the recommendations and would be particularly monitoring very closely the action plans relating to Weston College and MSC Veterinary Physiotherapy. It was noted that there was external examiner feedback around using the full spectrum of marking to encourage students to go beyond a 2:2.</p>		
<p><b>8.8. Teaching, Learning and Scholarship Strategy for 2013/2017. Paper QES08.8/11/14</b></p> <p>RSW advised that as the academic cycle the new combined strategy is presented and there are five key action points to note.</p> <p><b><i>The Teaching, Learning and Scholarship Strategy was noted and the Associate Faculty Board will develop an action plan for the strategy which will be presented to the next meeting.</i></b></p>	JD	12/03/15

	ACTION	ACTION DATE
<p><b>8.9. Discuss Report on Retention for 2013/2014. Paper QES08.9/11/14</b></p> <p>RSW advised that the retention data was very encouraging and outlined the key data.</p> <ul style="list-style-type: none"> <li>• HE Retention met the HE Strategy Target 2013/2014 of 1% improvement across all HE enrollers.</li> <li>• HE Retention exceeded the UWE KPI for 2013/2014.</li> <li>• HE Retention improved by 2% across HE students enrolled on the National Reporting Date (1<sup>st</sup> Nov 2013).</li> <li>• 54% of withdrawing students were required to withdraw by examination boards due to academic failure.</li> <li>• Of those students electing to withdraw, a personal reason was the most common reason given, and 29% withdrew before the end of October.</li> <li>• Foundation degrees had retention of 86% and all programmes exceeded the national retention figure of 70%.</li> <li>• Honours degrees had retention of 93%, with only two programmes (both in Department of Sport) below the national FEC retention figure of 86%.</li> </ul> <p>RM believed this to be an excellent set of data.</p> <p><b>8.10. Discuss outcomes from the National Student Survey. Paper QES08.10/11/14</b></p> <p>JD advised that the overall satisfaction increased 2% to 84%, which matched UWE's overall satisfaction. The UWE KPI for Hartpury was 83% so this has been exceeded. JD advised that no survey areas decreased in satisfaction and large gains of 5% and 4% were seen in 'Organisation and Management' and 'Assessment and Feedback' respectively. JD confirmed that the results were broken down to the departments. JD outlined actions that were being taken for further improvements and thought the changes that had been made to IT and the Library will help. DC questioned the reasons for the lowest satisfaction area of feedback on students work. RSW advised that this was all about speed of assessment and feedback. In response to BH RSW advised that the standard was return within 20 working days and 90% hit this target but the student perception was this was not quick enough. In response to IB RSW agreed that electronic feedback would improve the situation.</p> <p><b>8.11. Discuss QAA HER Action Plan. Paper QES08.11/11/14</b></p> <p>RSW advised that following the QAA Audit an action plan has been agreed. The Associate Faculty Board discussed this plan after the papers were sent out for this meeting and have proposed no changes. The Action Plan will be monitored by the Associate Faculty Board.</p>		

		ACTION	ACTION DATE
	<p><i>The QAA HER Action Plan was approved and can be submitted to the QAA.</i></p> <p><b>8.12. Note College Variant Regulations. Paper QES08.12/11/14</b></p> <p><i>The College Variant Regulations 2015/2016 were noted.</i></p> <p><b>8.13. Review Minutes of Student Course Forum Meeting. Paper QES08.13/11/14</b></p> <p><i>RM advised that this paper should not have been submitted as it has not been seen and discussed by the College Executive.</i></p> <p><b>8.14. The TDAP Critical Self-Analysis (CSA). Paper QES08.14/11/14</b></p> <p>A hard copy of the Report was distributed to Members. RSW advised that this is the 2<sup>nd</sup> draft of the CSA following feedback from external consultants and governors. RSW explained that Sections 1 and 4 are the most advanced and are felt to be almost a final draft. These were focused on as priority due to covering the key areas the College had to be able to evidence carefully. RSW advised that Section 2 is the next further progressed, although feedback from external scrutiny is still be acted on and Sections 3 and 5 are least advanced since the last draft. RSW explained the next part of the process. We will be sending out a 2<sup>nd</sup> draft to external consultants and the 4 nominated governors at the end of next week for detailed feedback, following further work on sections 2, 3 and 5. RR noted that the HE Committee Structure outlined had not been seen before and was different to that agreed by the Corporation. RSW advised that 95% structure as agreed but as key areas move from UWE proposing two further committees.</p> <p><i>Changes proposed to the HE Committee Structure need to be approved by the Corporation.</i></p> <p><i>The Report will be sent out for feedback to Professor R Ritchie, Mr C Moody, Mr D Seymour and Mr R Barnett and if governors on this Committee wish to give further feedback please forward to RSW <a href="mailto:Rosie.Scott-Ward@hartpury.ac.uk">Rosie.Scott-Ward@hartpury.ac.uk</a></i></p>	RSW	Immediate
		JD/RSW	11/12/14
		ALL	Immediate
9.	<p><b>Cross College Section</b></p> <p><b>9.1. Discuss analysis of complaints. Paper QES09.1/11/14</b></p> <p>The Clerk advised that an annual analysis of complaints comes to this Committee for review. Overall complaints fell by 26.7% from 71 the year before to 52. Even more encouraging is academic complaints fell by 42.1% from 19 to 11. All complaints were investigated and 8 were not upheld, 23 were upheld and 21 partially upheld. RSW advised that HE academic complaints were not part of this analysis as they go to UWE. In response to</p>		

		<b>ACTION</b>	<b>ACTION DATE</b>
	<p>IB the Clerk advised that there is a formal complaints system which can be found on the web site and any complaints received by the Students Union should go through this process. In response to RBS RM advised he was aware of the complaint about a member of staff and the use of social media.</p> <p><b>9.2. Note Staff Development Activity. Paper QES09.2/11/14</b></p> <p>The staff development activity was noted.</p>		
10.	<p><b>Any Other Business</b></p> <p><b>10.1. Students Union</b></p> <p>IB outlined the work that was being done to increase the involvement of students in the union. IB advised there was an increase in the number of societies and the aim was for students to become more dependent on the Union.</p> <p><b>10.2. MA Sports Management</b></p> <p><i>A paper requesting the formal closure of this course will come to the next meeting of the Corporation.</i></p>	RSW	11/12/14
11.	<p><b>Dates of future meetings-all commence at 2.00pm (new dates in red)</b></p> <p>Thursday 12<sup>th</sup> March 2015  Tuesday 23<sup>rd</sup> June 2015  <b>Thursday 12<sup>th</sup> November 2015 change from Thursday 29<sup>th</sup> October 2015</b>  <b>Tuesday 15<sup>th</sup> March 2016</b>  <b>Tuesday 28<sup>th</sup> June 2016</b>  <b>Thursday 10<sup>th</sup> November 2016</b></p>		

**Professor Ron Ritchie**  
**Chair Quality and Standards Committee**

**12<sup>th</sup> March 2015**