



HARTPURY

QUALITY ENHANCEMENT AND STANDARDS COMMITTEE HARTPURY COLLEGE

Minutes of a Meeting
2:00pm Tuesday 5th November 2019
Gordon Canning Room

Present:	
	Ms Helen Wilkinson (HW) Chair – College QuEST
	Mr Russell Marchant (RM) – Vice-Chancellor/Principal
	Mrs Barbara Buck (BB) - FE Governor
	Mr Chris Moody (CM) - FE Governor
	Ms Ehlana Drury (ED) – FE Student Governor
	Mr Kam Nandra (KN) – FE Governor
In Attendance:	
	Prof. Ian Robinson (IR) - Chair
	Ms Jenny Arroud (JA) – HE Staff Governor
	Dr John Selby (JS)
	Ms Emily Hancock (EH) – HE Student Governor
	Ms Rosie Scott-Ward – Pro-Vice-Chancellor
	Ms Lucy Dumbell (LD)- Academic Registrar
	Ms Claire Whitworth (CW1) – Vice Principal - FE
	Gillian Steels – Clerk to the Governors

Apologies:

Mr Sean Lynn (SL) – FE Staff Governor

		ACTION	ACTION DATE
1.	Apologies Apologies were received as detailed above.		
2.	Declaration of Interest 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.		
3.	Minutes of the Last Meeting The Minutes of the meeting held on the 25th June 2019 were agreed to be a true and accurate record, subject to the days of		

	future meetings being updated. With this clarification they were signed by the Chair.		
4.	<p>Matters Arising</p> <p>Ethical Leadership – it was confirmed this aspect had been picked up and was being considered on an ongoing basis</p> <p>OFSTED Education Inspection Briefing – session arranged for 6th December</p>		
5. 1	<p>Key Performance Indicators – Final Performance Outcomes and Agreement New Targets.</p> <p>The Committee considered the final performance outcomes and the proposed new targets, recognising that these reflect year on year performance and benchmark data to ensure targets were challenging but realistic. A governor queried whether the correct national rate data had been applied and agreed to confirm this, it was noted that national 17/18 data had been used – the most recent publically available data. It was noted that retention at A level was below bench mark and following discussion agreed the target should be the national rate.</p> <p>The Committee NOTED the 18/19 Performance outcomes and AGREED the 19/20 targets as amended above (subject to any further information on national rates).</p> <p>Thanks were formally recorded to the A level staff for the significant improvement in performance.</p>	Chris Moody	Dec 2019
5.2	<p>Self-Assessment Report and Quality Improvement Plan</p> <p>It was noted that the SAR had been updated to reflect the changes in the educational landscape, specifically in relation to the new Ofsted Education Inspection Framework, feedback from the Landex SAR validation event, the Landex Peer Review (last academic year), in addition to assessment of sector best practice. It was confirmed the focus remained on driving forward continuous improvement in support of maintaining an outstanding student experience.</p> <p>It was confirmed the headline FE Self-Assessment document and the supporting departmental documents continue to demonstrate a self-critical and accurate approach to the judgements made of the current quality of our provision and clearly identify where further improvement can still be made. It was confirmed that whilst overall we are self-assessing as ‘Outstanding’ our Quality Improvement Plan clearly identifies areas that we will continue to focus on to drive forward further improvement, in particular against the new EIF.</p> <p>The Committee noted the Key Headline Impact of 2018-2019 actions:</p>		

Much improved A Level pass rates.
Improved Functional Skills pass rates (both levels, both Maths and English).
Further improvements overall to Level 3 Diploma achievement levels (our main student group in terms of size).

A governor commented on the use of achievement as well as pass rate data to provide the full picture for GCSE maths and English and functional skills. It was confirmed this detail was incorporated and that both sets of data were considered when targeting improvement. The Ethnicity data and performance gaps were considered. It was confirmed that these were used to inform the Quality Improvement Plan and also discussed separately by the Equality Diversity and Inclusion Group.

A governor questioned how value added was considered and the need to set aspirational targets in this area.

A governor queried how FE students away from home for the first time were supported through potential homesickness. The Vice-Principal Further Education advised that a range of support had been put in place but that uptake had been limited. On an ongoing basis the Wellbeing Team offered a range of support.

The Committee noted that in Access courses triangulation was required to identify where students were not being retained, especially where this went against the sector norms in relation to gender.

The key areas of focus for 2019-2020 were also considered and supported.

The Self-Assessment Report and Quality Improvement Plan were **AGREED** and **RECOMMENDED** to the Board.

5.3 Landex Self-Assessment Report

It was noted that the Landex Report was used as part of the critical review of the Self-Assessment Report. It was agreed it provided a helpful, self-critical external review which provided assurance to the Committee of the robustness of the Self-Assessment process.

A governor queried when Hartpury was likely to be inspected by OFSTED under the new framework. The Vice-Principal Further Education advised a monitoring visit could happen at any time, subject to results a routine inspection was likely in the next two years as colleges classified "outstanding" were no longer exempt from routine inspection. The Vice-Principal Further Education commented that she welcomed these changes and that Hartpury College worked at all times to providing students with an outstanding experience and was always inspection ready.

	The Committee NOTED the Landex Self-Assessment Report.		
5.4	A Level Report		
	<p>The Committee considered the A Level Report which highlighted the improving performance:</p> <p>2018/19 Results</p> <ul style="list-style-type: none"> -99.2% pass rate, 7.8% higher than the previous year -74% A*-C, 23.1% higher than the previous year -Transition from bottom 20% Value Added to top 25% nationally -Attendance = 98.9% <p>Student satisfaction</p> <p>= 94.4% (summer term), increased by 7%.</p> <p>Quality of tutorials are improving year on year although further focus is still required.</p> <p>Improvement to retention needed.</p> <ul style="list-style-type: none"> -Slight improvement by 2% but not at KPI <p>Governors commented positively on the improved performance. A governor queried what analysis had been done on students who had left without completing and whether more left in year 1 or year 2. The Vice-Principal Further Education advised there was not a clear pattern. Some left in first six weeks due to homesickness, others left due to physical or mental health issues, some at the end of year 1. It was confirmed that the Team would also be analysing reasons for students achieving C-E.</p> <p>A governor questioned the involvement of parents. The Vice-Principal Further Education advised that they were involved and that they were kept updated on attendance issues. It was confirmed there was a forum for residential parents' forum which was well engaged with. A governor queried whether there was a parents' survey. It was confirmed parents' views were integrated in the SAR. It was agreed the Vice-Principal Further Education would consider whether in future parent feedback should be considered by QuEST.</p> <p>A governor asked whether staff sickness in the A level department was causing any issues. The Vice-Principal Further Education advised that this was being managed and staff had confirmed they felt supported.</p> <p>A governor queried whether the staff appraisal process needed to be updated to reflect the EIF. The Vice-Principal Further Education advised that the process was already aligned. A governor asked whether proportional staff were used significantly in A levels or other areas. The Vice-Principal Further Education advised it depended on student cohort size and the curriculum model. It was confirmed that lesson observations were aligned to reflect the new EIF.</p> <p>The Committee NOTED the A Level Report.</p>	VP - FE	Feb 2020

5.5	<p>Enrolment & Student Satisfaction Survey Outcomes</p> <p>The Committee considered the Induction Survey outcomes, noting that in addition to the headline information provided relating to overall satisfaction levels students were also able to specify aspects of their experience to date which they really enjoy and where/if they were not satisfied with something, to detail reasons for this. It was confirmed this information was analysed by overall College trends and Departmental trends.</p> <p>It was highlighted that last year, one of the main areas of focus for improvement was the communications that a student receives prior to enrolment day and the improvement seen here reflects the revisions that the Marketing Team have made over the last two years, producing timely communication of which is a much better quality than that of previous years. Last year, results had also shown the need to improve the process with confirming GCSE results and again this has improved. The developments in Information Systems and the Blended Learning Team have also been reflected in the increase in students accessing Student Advantage/MyHartpury during the first few weeks of term and the actual impact of this will be tested with students later in the year.</p> <p>It was confirmed that the data was used to target improvement, particularly where results had fallen or were out of line with the Overall College position.</p> <p>Governors queried whether results were indicating increased stress, the Vice-Principal Further Education confirmed this was an area receiving attention. It was suggested that student representatives be asked to facilitate discussion on facilities to understand further where this was raised as an issue. It was suggested asking questions which separated general and specialist resources would provide greater information.</p> <p>The Committee NOTED the Induction Survey Outcomes, impact of actions taken to address issues in 2018/19 and further planned actions.</p>		
6	-		
7	-		
8.	<p>Complaints Analysis 2018/19</p> <p>Given the change to becoming a University with a wholly owned subsidiary which is a Further Education Institution, two complaints reports had been produced for 2018/19, one for the University which includes all complaints regarding our HE provision and students plus any complaints regarding wider Hartpury.</p> <p>The FE complaints report includes only complaints related to FE provision and students.</p>		

	<p>It was noted that for this first year comparator data at this granular level was not available.</p> <p>It was highlighted that following a review of good practice across the HE sector, we have improved our processes with regard to complaints. Previously many complaints were submitted through the complaints process before adequate opportunity had been given at a local level to resolve issues and concerns. In 2019/20, departments are encouraged to deal locally with issues and to utilise the complaints procedure only where the issues cannot be resolved, or the complaint is dissatisfied with the outcome. This new approach ensures that matters are dealt with promptly at source and builds a better relationship at a local level.</p> <p>It was noted that for Higher Education Hartpury was now required to record complaints as directed by the Office of the Independent Adjudicator (OIA) which had led to a revision of categories previously used, this approach was also being used across FE.</p> <p>Governors queried the process and whether all complaints were being captured given the relatively low numbers. It was confirmed that if a matter was resolved locally it would not be included but that where there was any reference to “complaint” that it would be captured.</p>		
	<p>University</p> <p>Overall, across Hartpury complaints have fallen this year, 19 complaints were received for the University.</p> <p>Of the 19 complaints received 6 were upheld, 8 were not upheld, and 6 were partially upheld.</p> <p>The Committee NOTED the University Complaints Report 2018/19.</p>		
	<p>College</p> <p>Overall, across Hartpury complaints have fallen this year, 27 complaints being received in total.</p> <p>Of the 27 complaints received 12 were upheld, 12 were not upheld, and 3 were partially upheld.</p> <p>It was confirmed OFSTED had been comfortable with the College processes for dealing with complaints. It was noted that the commonest complaint was having to pay for accommodation following leaving a course early.</p> <p>The Committee NOTED the College Complaints Report 2018/19</p>		
7.	<p>Students’ Union Report</p> <p>The Committee considered the update on SU processes to</p>		

	<p>improve student involvement and engagement activities. The Student Governor confirmed the feedback from a student perspective.</p> <p>The Committee NOTED the SU Report.</p>		
8.	-		
9.	<p>Any Other Business</p> <p>A' Level Monitoring Report – it was agreed a separate report would continue for 2019/20 to ensure sustainability of improvements.</p>		
10.	<p>Dates of future meetings-all commence at 2.00pm:</p> <p>Thursday 13th February 2020</p> <p>Tuesday 30th June 2020</p> <p>Tuesday 3rd November 2020</p> <p>The meeting closed at 4.30pm</p>		

Helen Wilkinson
Chair
College Quality Enhancement and Standards Committee

Date: