USP College Corporation
Quality Committee

Minutes of the Meeting held on Tuesday 21 June 2022
Meeting held via Microsoft Teams
Meeting commenced: 16.10hrs
Meeting ended: 17.30hrs

Present
Gordon Haines	Independent Member	Chair
Vikki Liogier	Independent Member	
Nicola Curtis	Independent Member	
Dan Pearson	Principal and Chief Executive	
Julie Snelling	Staff Member	
Donna Williams	Staff Member	
Trevor Hutchinson	Co-opted Member	

Apologies for Absence
Ian Hockey	Independent Member
Nicole Dragos	Student Member
Mils Balcombe	Student Member

In attendance
Clare White	Deputy Principal Corporate & Student Services
Jon Briggs	Vice Principal Quality & Curriculum
Stuart Coussins	Head of Higher Education
James Parker	Director of Quality, Performance & Innovation
Clare Smith	Head of Quality
Andy Shepherd	Head of Student Services (item 9 only)

Clerk
Sue Glover	Clerk to the Corporation

The Clerk to the Corporation advised that the Chair of the Corporation, Gordon Haines, would be taking the role of Chair of the Committee for this meeting. In accordance with the Committee's Terms of Reference where it is known in advance of a meeting that a member with specific expertise will not be in attendance, the Chair of the Committee, through the Clerk, may seek to identify one or more appropriate members of the Board to attend. In this case, the Chair of the Committee made the appropriate arrangements through the Clerk who notified members in advance of the meeting and who had indicated their agreement.

QC.16.22   Declaration of Interest
Members and officers were reminded of the need to declare any personal or financial interest in any item to be considered during the meeting.

There were no declarations of interest.

QC.17.22   **Apologies for absence**
Apologies for absence were received from

- Ian Hockey
- Nicole Dragos
- Mils Balcombe

The Quality Committee agreed to accept the apologies for absence.

QC.18.22   **Unconfirmed minutes of the meeting held on 1 March 2022**
The minutes of the meeting were approved and signed as a correct record.

QC.19.22   **Matters arising and action points from the minutes of the previous meeting**
Members reviewed the action points arising from the meeting, noting that the action relating to the feedback from the safeguarding audit conducted by Thurrock will remain on the schedule until this is received.

Members agreed there were no other matters arising from the previous meeting.

Higher Education

QC.20.22   **Docklands Academy London**
The Head of HE presented a reporting providing an update on the current performance of Docklands Academy London (DAL).

Members were advised that
- Since the appointment of the new Head of Academics, there has been a noted improvement in the education culture and ethos and action taken to drive improvement
- Student satisfaction and attendance is high
- Final achievement for the 2021/22 year is 84%, which is equal to the achievement of USP internal courses for this year
- DAL are currently risk rated as 'green' against the risk metrics
- Persons have blocked any further partnership working in Travel & Tourism on the basis of previous quality concerns and for Business on the grounds of over saturation in the geographic area

Members discussed the issues raised and, in response to questions, were advised that an appeal with Pearsons has been lodged and the College is hopeful of a reconsideration.   It was agreed that the Committee would be kept informed of Pearsons response when received.

Agreed
The Quality Committee agreed to receive and note the report.

QC.21.22   **Oxford Business College**
The Head of HE presented a reporting providing an update on the current performance of Oxford Business College (OBC).

Members were reminded that OBC have requested to enter 'teach out' of its HND programmes with the College, which means the current contract will now terminate in July 2023.

The Committee was advised that

- OBC have responded positively to the remediation notice issued to them in February for breaches to the required service level standards in relation to administration practices
- Student satisfaction remains high, based on feedback from End of Module Feedback and Quality Visit focus groups
- Student achievement data for 2020/21 has been validated as:
  - ➢ Continuation – 77% (sector mean 81%)
  - ➢ Retention – 83%
  - ➢ Pass rate – 80%

Members discussed the issues raised and, in response to questions, were advised that

- OBC responded to the remediation notice with a detailed action plan which included the increasing of administrative resource and changes to operational practises that the College deemed suitable to ensure effective operational relationships until the conclusion of the partnership
- The overall academic performance is satisfactory, but due to the administrative shortcomings OBC have been risk rated as 'red'
- The Partnership Manager continues to work closely with the OBC leadership team to implement early interventions and is able to give an early indication of any concerns, giving the College the ability to react at an early stage

It was agreed that the Committee is kept informed of OBC's performance at each meeting until the partnership is concluded.

Agreed
The Quality Committee agreed to receive and note the report

QC.22.22   **Development of Pearsons HND Business Course**
The Head of HE presented a report providing an update on the current performance of the new HND business weekend provision at the Palmers Campus.

Members were advised that

- There has been strong demand for the programme, with 72 students attending one of the assessment days for entry onto the programme
- Each student completed an initial English assessment together with a group interview, 44 students passed and were offered a place on the programme
- 22 students were enrolled after an initial 'cooling off' period with 18 students currently active on the programme
- There has been good engagement with the Student Loans Company to approve the loans for students, however due to the background of students these have taken longer than normal
- Attendance is lower than expected, although academic progress is good
- There is a resourcing plan in motion to transition the qualification back into the College's Business Curriculum

Members discussed the issues raised and, in response to questions, were advised that

- the current attendance position represents the challenges of running a high intensity weekend programme fully 'face to face' as many students also work during the week and have family commitments, which have impacted on attendance
- students with regular poor attendance have been flagged as high risk and removed from study or worked with to improve attendance

Members commented that perhaps further consideration should be on the delivery of the programme as offering a hybrid approach may give those finding it difficult to attend in person the option of remote learning and thus improve their attendance.

Members were advised that the key priorities for the programme is the recruitment of sessional lecturing staff or part time staff to fulfil vacant positions as this is currently being fulfilled by existing College staff completing overtime as a short term solution, in addition to the ongoing course management and quality assurance of provision and a review of recruitment methodology beyond first cohort to establish if the College continues to use an agent.

Agreed
The Committee agreed it would be helpful if a set of key performance indicators could be developed to help gauge the success of the programme which the Committee would review at the next meeting.

QC.23.22 **Cross-college Student Survey Feedback**
The Director of Quality, Performance & Innovation presented the outcomes of the second student voice survey 2021/22.

Members were advised that
- the survey focussed on three key areas
  - ➢ teaching and learning
  - ➢ safeguarding and support
  - ➢ careers and next steps
- overall completion was 41%

The Committee reviewed the detail of the outcomes, noting that
- teaching and learning showed a small decrease in positive responses
- safeguarding and support indicated a small increase in positive responses
- careers and next steps showed a small decrease in positive responses

In discussion, members agreed that the survey indicated a positive picture of student responses. It was noted that for 2022/23 all student surveys will be conducted in class by sector area, enabling a better review of completion rates, thus increasing overall completion. Heads of Learning and Support Managers are to review area specific comments and will agree an action plan to address issues raised.

Agreed
The Quality Committee agreed to receive and note the report.

QC.24.22 **Key Performance Indicators**
The Director of Quality, Performance & Innovation presented a report, which provided an update on current attendance, predicted achievement and retention and the ongoing processes to monitor them.

Members were advised that
- all key performance indicators (KPIs) have been compared to USP College KPIs from the last non Covid impacted year (2018/19)
- attendance year to date is 82.4%
- projected achievement is 84.9%
- retention is 92.1%

Members reviewed the detail of the KPIs, noting that all data for achievement is above the last national average data set in 2018/19, with the exception of Level 2 which is 4% below the last national average.

In discussion, members were advised that lessons have been onsite with a small number joining in a hybrid way. It was accepted that attendance has been affected post-Covid across the sector due in the main to students having formed the habit of attending lessons remotely combined with an element of ill health.

Agreed
The Quality Committee agreed to receive and note the report

QC.25.22   **Destinations and Progression**
The Director of Quality, Performance & Innovation presented a report, which provided an update on progression and destination.

Members were advised that all students completing this year have completed an intended destinations questionnaire. Students on level 1 and 2 also indicated whether they intended to progress onto the next level at College.

Members reviewed the detail of the report, noting that
- overall projected progression is 70%
- key intended destinations included
  - apprenticeships 14%
  - continue studying at college 22%
  - employment 18%
  - university 26%
  - unsure/did not complete 17%

The Committee agreed that, although the level of intended destinations is not as high as would have like, this does continue to indicate a positive outcome, particularly the level progressing to university.

Agreed
The Quality Committee agreed to receive and note the report

QC.26.22   **College Quality Improvement Plan 2021/22**
The Director of Quality, Performance & Innovation presented the College Quality Improvement Plan (QIP), detailing the progress made in the key areas for improvement.

Members were reminded that the top level SAR approved by the Board in December 2021 set the key areas for improvement in the QIP as

- Quality of Education
- Behaviour & Attitudes
- Personal Development
- Leadership & Management

The objectives identified by Ofsted during their inspection in November 2021 as areas for improvement have been incorporated into the QIP.

Members reviewed the detail of the document and agreed that good progress continues to be made against the key areas, but that attendance is still an ongoing concern.

In discussion, members were advised that attendance has continued to decline due to a number of factors, student health and mental wellbeing has had a significant impact on overall attendance, the College has used remote, live streamed, hybrid lessons to reach as many students as possible.

Agreed
The Quality Committee agreed to receive and note the report

Dan Pearson left the meeting

QC.27.22   **ITEC Learning Technologies – Quality Recovery Action Plan**
The Deputy Principal Corporate & Student Services presented a report, which provided an overview of the current position of apprentices and the plans to quality assess and track progress through the teach-out stage.

Members reviewed the detail of the report, noting the
- projected learner volumes by anticipated end point assessment until the planned end in 2023/24
- number of employers ITEC is currently working with
- key issues and actions taken
- areas for development

The Committee agreed that good progress continues to be made through the action plan to ensure the needs of the employers and apprentices are being met during the teach-out phase.

Agreed
The Quality Committee agreed to receive and note the report.

QC.28.22   **College self-assessment for 2021/22**
The Director of Quality, Performance & Innovation presented, for consideration and approval, a report giving an overview of the initial outline and timeline for the College self-assessment report 2021/22 and governor involvement.

Members were advised that the process in place for 2021/22 is designed to

- ensure ownership of standards and improvement requirements by all staff at all levels
- ensure department and whole College priorities are aligned
- allow governors to be complicit in the process and be able to monitor and challenge progress
- ensure the final SAR report is focused on improvement needs without too much distracting detail

Members reviewed the projected timeline, noting governor involvement to ensure sign off by the Board in December.

Resolved
The Quality Committee
- agreed to receive and note the report
- approve and recommends to the Corporation Board the process and initial timeline for the College SAR

QC.29.22 **Terms of Reference and Annual Schedule of Business for the Quality Committee 2022/23**
The Clerk presented a report, which outlined the need to review on an annual basis, the Committee's Terms of Reference and Annual Schedule of Business.

Members reviewed both documents, noting minor date changes proposed, and agreed these were appropriate and there was nothing further to add.

Resolved
The Quality Committee approves and recommends to the Corporation Board for approval the Terms of Reference and Annual Schedule of Business for the Quality Committee for 2022/23

QC.30.22 **Termly safeguarding report**
The Head of Student Services presented a report detailing Safeguarding and Prevent related activities during the spring term 2022.

Members were advised that no feedback has been received yet from the recent safeguarding audit conducted by Thurrock. This will be circulated to the Committee when received.

Members reviewed the detail of the report, noting the
- summary of wellbeing activity and support
    - the number of individual learners supported by the Wellbeing Team compared to previous year
    - the number of monthly wellbeing interventions compared to previous year
    - total interventions by type during the spring term compared to previous year
    - common mental health reasons for interventions during the spring term and the highest priority reasons why support required
    - gender split
    - interventions by campus
- child protection cases
- Children Looked After
- Prevent update
- Peer on Peer abuse and harmful sexual behaviour
- Training status update

It was noted that during the spring term, the number of interventions across both campuses is slightly less compared to the spring term 2021. Members were advised that, during the summer term, there is usually a high level of support required for students in relation to exam pressures. There are some more complex issues currently coming through relating to pressures students are facing with regard to cost of living inflation. These issues will be reflect in the next report.

During the period a total of eight learners are under Child Protection.

Members asked that thanks are passed to all members of the safeguarding team for their continuing hard work and contribution to the safeguarding of students.

Agreed
The Quality Committee agreed to receive and note the report.

QC.31.22   **Any Other Business**
Members were advised that the Equality & Diversity Action Plan was due to be presented at this meeting, but as it would be more meaningful to capture some of the EDI outcomes at the start of the academic year, it was agreed to defer to the next meeting.

There were no other items of any other business

QC.32.22   **Schedule of Quality Committee meetings 2022/23**
Tuesday 4 October 2022
Tuesday 15 November 2022
Tuesday 7 March 2023
Tuesday 20 June 2023

All meetings commence at 4pm

Members were advised that there is a clash with the November meeting with the AoC Annual Conference and it was agreed that the Clerk would canvass a new date.

As there was no further business, the Chair declared the meeting closed.

SIGNED AS A CORRECT RECORD:

DATE: 4 October 2022