

# BASINGSTOKE COLLEGE OF TECHNOLOGY CORPORATION

## QUALITY COMMITTEE

Minutes of a Meeting held on Wednesday 22 October 2008 at 5.00pm

<b>Membership:</b>	* Rob Munson	Member	Chairman
	* Judith Armstrong	Principal	
	* Louise Brierley	Member	
	* Kirstie Ball	Student Member	
	* Alasdair Spark	Co-opted Member	
	* Ron Young	Member	
<b>Quorum:</b>	3 Members required	6 Members present	Meeting quorate
<b>In Attendance:</b>	Simon Burrell	Clerk to the Corporation (Clerk)	
	Alan Gwyer	Director of Business Development (DBD)	
	* Wynne Handley	Head of Quality & Staff Development (HQSD)	
	* Pete Phillips	Deputy Principal – Curriculum & Quality (DPCQ)	
	* Lynda Pickering	Director of Curriculum (DOC)	
	* Present		

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### 97. APOLOGIES FOR ABSENCE

Simon Burrell and Alan Gwyer

### 98. ELECTION OF CHAIRMAN

Alasdair Spark, Director of Quality, University of Winchester, was welcomed as a co-opted member of the Committee. Kirstie Ball was welcomed as the Student representative on the Committee.

### 99. DECLARATION OF INTERESTS

There were no declarations of interest made.

### 100. NOTIFICATION OF ANY OTHER BUSINESS

The Committee's participation in lesson observations was noted as an item for Any Other Business.

### 101. MINUTES OF THE PREVIOUS MEETING

The Minutes of the meeting held on 4 June 2008 were confirmed and signed as a correct record by the Chairman.

### 102. MATTERS ARISING

#### 1. Development of a pro-forma of Governors' lesson observations (Minute 89.3)

The pro forma is in the process of being developed.

**ACTION: LB**

#### 2. Annual Assessment Visit (Minute 93)

It was confirmed that a Report had been made to the Corporation.

**102. (cont)**

**3. Refectory Services (Minute 95.1)**

Ron Young confirmed that this issue had been resolved.

**4. Equality & Diversity Annual Report (Minute 95.2)**

It was confirmed that the Report had been presented to the Corporation at its July meeting.

**103. EXAMPLES OF OUTSTANDING SUCCESS RATES (COMBINATION OF RETENTION AND ACHIEVEMENT) 2007/08**

The Head of Quality & Staff Development presented a report showing 75 courses which achieved outstanding success rates. To qualify as being outstanding, the success rate must be at least 75% and 5% higher than the national average and must apply to a group size of 10 or more learners (it was agreed to maintain this criteria for next year). The learning aims identified represent 23% of all the learner aims delivered in 2007/08 and 21% of the total number of student starts for the same period. The Committee recorded its congratulations to the staff and students involved on these particular courses.

**104. IDENTIFIED RETENTION AND ACHIEVEMENT CAUSES FOR CONCERN 2007/08**

The Head of Quality & Staff Development reported that as some of the required data (2007-08 achievement statistics) is not yet available, it has not been possible to compile a comprehensive list of courses which are a concern. It was agreed that a full report would be considered at the next meeting but that, in the meantime, a report would be e mailed to members before the end of November indicating the courses causing concern and the criteria on which this is based.

**ACTION: WH**

**105. ANALYSIS OF QUESTIONNAIRE RETURNS 2007/08**

The Head of Quality & Staff Development presented an analysis of the questionnaire returns and it was noted that:

**1. Student Questionnaire returns 2007/08**

- Most of the questions which had been identified in 2006/07 as areas of concern had shown pleasing improvement in 2007/08
- The question directed at students with a disability and asking the extent of adjustment which had been made, showed a decline in satisfaction (84% to 81%); this issue is being further investigated by the Diversity, Equality & Learning Committee
- Another question which showed a slight decline was that related to the usefulness of group tutorial sessions; it was reported that a revised policy and procedure had been developed together with further materials and training for the tutors of full time students
- There were pleasing improvements for two key questions "I feel that lessons are well planned" and "Overall I am satisfied with my current learning experience at the College" (89%)
- The average score across all questions related to the quality of provision was 88% which although good, is below the College KPI target of 90%
- Although there is now more consistency between curriculum departments, there are two areas which are noticeably under the College average, namely Health, Care, Early Years & Sciences and Engineering & Automotive Technologies
- Business, Leisure & Hospitality, Learning Development and Construction & Interior Skills had performed particularly well
- Although Engineering & Automotive Technologies is below the College average, the data shows a significant improvement on 2006/07.
- There is a need to improve the TSU performance

**2. Employer Questionnaire returns 2007/08**

- The extent of questionnaire feedback has improved (16% of questionnaires returned compared to 11%) but further improvement is still required

**105. (cont)**

- Feedback received is positive with 88% indicating that the course has “had a positive impact on their business” and 96% and 93% indicating they would “use the College’s services again” and “would recommend BCOT to other businesses”.

**3. Parent Questionnaire returns 2007/08**

- 294 questionnaires were received from parents
- Overall responses show very high levels of satisfaction with 93% indicating they have been “well informed of my son’s/daughter’s progress” although there were departmental variations with Health, Care & Early Years and Business, Leisure & Hospitality recording lower percentages

The Committee expressed its satisfaction with the overall responses from students, employers and parents and confirmed that the issues identified are addressed through Academic Board and departmental Self Assessment Reports and Quality Improvement Plans.

**106. COLLEGE COMPLAINTS REPORT 2007/08**

The Deputy Principal Curriculum & Quality presented the annual College Complaints Report. The following points were noted:

- 36 registered formal complaints compared to 27 in 2006-07
- Of the formal complaints 16 were thought to be justified and 11 partially justified
- In addition 7 complaints were received which were related to issues outside the College.

The report included an analysis of complaints “by category” and by department. The Committee noted that there are no concerning trends with this data and also that the College ensures a rapid response is made to any formal complaints. It was agreed that in future student names should not be recorded in the version of the Complaints Log provided to the Committee and that “equality and diversity” should be another complaints category.

**107. SAR VALIDATION PROCESS/ROLE OF QUALITY COMMITTEE**

The Deputy Principal Curriculum & Quality explained the SAR process and the role of the SAR validation panel. The Chairman of the Quality Committee is automatically the Chair of the Panel and Ron Young agreed to be the other committee representative. The Panel meets in the afternoon of Thursday 27 November. It was agreed that for next year the Panel would meet on Wednesday 25 November 2009 and members were asked to keep this date free.

**ACTION: Members**

**108. ACADEMIC BOARD MINUTES**

The minutes were noted. There were no outstanding issues.

**109. ANY OTHER BUSINESS**

It was agreed that governor committee members would continue the practice of observing teaching and learning. The following allocation was agreed (one class in each):

- Louise Brierley – Construction and Teacher Support Unit
- Ron Young – Hair, Holistics & Beauty Therapy and Engineering
- Rob Munson – Computing and Business, Leisure & Hospitality

A member of the TSU will accompany the “governor observer”. Sue Banting (the TSU Manager) will co-ordinate the visits and she will contact Members to ascertain their availability.

**110. DATE OF FUTURE MEETINGS (Meeting commences at 5.00pm unless stated otherwise)**

Wednesday 21 January 2009  
Wednesday 6 May 2009

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(Meeting closed at 7.00pm)

Confirmed as a correct record

Signed:..... Date:.....