

## NON-CONFIDENTIAL MINUTES OF THE LEARNER EXPERIENCE COMMITTEE MEETING HELD ON 19<sup>TH</sup> SEPTEMBER 2018

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<b>Present:</b>	Jan Fielding ( <i>Chair</i> ) Don Logan Caroline Vernon Andrew Wren	External Governor External Governor External Governor Principal & Chief Executive
<b>In attendance:</b>	Mark Nicholson Mark Preston Callum Slater Karen Johnson	Deputy Principal, Curriculum and Quality Head of Quality Student Liaison Officer Clerk to the Corporation

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### PROCEDURAL ITEMS

**LE/18/55** The Chair drew Governors' attention to the two paragraphs at the top of the agenda, formerly agenda items reminding Governors of their responsibilities and to declare any interests relevant to agenda items, and that this also included responsibilities around Equality, Diversity and Inclusion.

### APOLOGIES FOR ABSENCE

**LE/18/56** Apologies for absence were received from Liz Kershaw (Staff Governor 6<sup>th</sup> Form) and Lorraine Falle (HE Student Governor)

### CHAIR FOR 2018-19 ACADEMIC YEAR

**LE/18/57** Jan Fielding was nominated and seconded as Chair of the Committee for the 2018-19 academic year

**LE/18/58** **Resolved: Jan Fielding to remain as Chair of the Committee for a further 12 months**

### MINUTES OF PREVIOUS MEETING

**LE/18/59** The minutes were agreed as a true and accurate record.

**LE/18/60** **Resolved: The minutes of the previous meeting, held on 19<sup>th</sup> June 2018 were agreed as a true and accurate record, subject to some rewording to improve clarification.**

### MATTERS ARISING

LE/18/15	<p>Use of Promonitor to be incorporated into a future Learning Walk. Mark Preston to factor this into schedule for next academic year.</p> <p><i>In addition at the meeting on 19.6.18 it was agreed to have a curriculum update from Craft Engineering at the Autumn Term meeting which would also include an overview of how Promonitor is utilised in that particular curriculum area.</i></p> <p><i>In addition Technical Engineering will be covered as the Spring Term curriculum update for the Committee</i></p>	<p><b>To be carried out as part of the scheduled learning walk in November 2018</b></p>
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### PERFORMANCE MONITORING ANNUAL REPORT

**LE/18/61** The DP C&Q presented the report, which identifies the key areas for improvement identified in the SAR and QUIP and monitors improvement against these. This is also aligned to the corporate objectives. Activity at 6<sup>th</sup> Form had been included in the report.

The following key points were made:

A levels

- The analysis of this year's results had been provided previously to the Committee. The DPC&Q advised that the high level summary was that A level results had increased to 92% and value added will increase. The full results were appended to the report circulated to the Committee.
- Under performing areas had been identified in psychology and computer science, which had caused concern in year with interventions and actions being put in place in year, it is expected that

value added in computer science will be low, however all learners with the exception of one had achieved a C level or above.

This area had experienced a staffing issue in year one which had a knock on effect in year 2 (this year's results) although the staffing issues had been resolved for year 2.

Psychology – had experienced staffing issues in year which were now resolved.

**LE/18/62** The Committee questioned the DP C&Q regarding the underperforming subjects and it was requested that in future the number of students who were studying each subject would also be reported

**L/18/63** The Committee scrutinised the results presented and asked for assurance that the identified areas will continue to be continually monitored throughout this academic year. The Committee were advised that this was the case, with these areas being under particular focus to ensure that there are improvements in results next year. The DP C&Q added that all areas, not just underperforming, are scrutinised in year but there will be a greater emphasis on those areas who have already been identified as requiring improvement.

**L/18/64** The Committee also questioned History results and were advised that some results are currently being queried but the likely outcome is that value added will be lower and this subject area will also be under scrutiny this academic year in the same manner as those subjects who have already been identified as requiring improvement.

**L/18/65** The Committee referred to the analysis of results by each individual course and were pleased to note an overall increase in performance and value added. Albeit there are areas for improvement as discussed under the previous item.

- The DP C&Q advised that a full staffing complement was in place at the start of the year which was a positive start to the academic year
- The Committee raised the results of English & maths, which had been an area of improvement identified last year, and were advised that there had been a significant increase in results particularly in high grades but that this remained an area of focus.
- A level retention had been identified as an area for improvement, this had been a result of the move from 4 A levels in Year 1 and reduce to 3 in year 2 - this had resulted in low retention and impacted on achievement in those areas. In previous years when AS levels had been offered this had not affected retention or achievement. This was noted but clarification was sought about the national picture and impact on retention.
- Apprenticeship success is lower than target and is and will continue to be a focus for improvement this academic year, the Committee had previously expressed concern about the forecast and had received an update from the Head of Business Development which included the interventions and improvements in monitoring which the College had put in place
- In addition there are the A level subjects outlined at the start of the meeting.

### Performance Predictions

	Achievement	Target	2016-17
Apprenticeships	68%	84%	70%
Higher Education	93%	90%	95%
Diplomas	88%	90%	84%
A levels	81%	95%	93%
GCSE Maths	84%	88%	83%
GCSE English	87%	88%	85%
GCSE Maths High Grades	37%	40%	25%
GCSE English High Grades	41%	42%	38%

Apprenticeships is and continues to remain an area of focus.

HE and diplomas - positive improvements with HE achievement being 3% above target.

A levels – achievement significantly lower than target, performance has been analysed and is primarily due to the transition to 2 year A level which has affected retention in year 2, in addition this is the first year of the national changes and with a predicted target set with no benchmark information to use as an indicator.

**LE/18/66** The Committee raised and discussed the positive improvements, particularly in English and maths, and questioned, and were satisfied with the actions which had been taken and the interventions which were in place to manage and continue to improve those areas of improvement, in particular apprenticeship success.

### Recruitment overview

A breakdown of current figures by each area of provision.

To date 16-18 study programmes = 1330 recruitment to date against a target of 1397

Adult learning programmes – 255 recruitment to date, against a target of 600 – however, recruitment will continue throughout the year.

Higher Education 390 recruitment to date, against a target of 510 – enrolment is continuing

Apprenticeships – 120 recruited to date, against a target of 271 – enrolment will continue throughout the year

The Committee raised the lower than target figure for 16-18 year olds and were advised that it is a difficult market due to local demographics which had been declining on previous year, however, in subsequent years the demographics continues to rise.

Lower than planned areas of recruitment had been some A levels, Construction and Engineering programmes at Channelside, Hair, Beauty and Catering Programmes at Channelside.

**LE/18/67 Resolved: the Committee noted the Performance Monitoring Annual Report and the interventions in place to monitor and improve those areas identified as requiring improvement**

### **TARGET SETTING FOR 2018/19**

**LE/18/68** the DPC&Q outlined the process which would be used to set appropriate and challenging targets for 2018/19, these will be aligned to the Corporate Objectives for the College, for performance in all areas, not purely quality related targets. These Corporate Objective targets will be formally approved by Board at the October meeting.

- Finalise the 2017-18 performance
- Check national rates and corporate objectives when setting targets
- Where below national rates – look to improve to national rates
- Where at or above national rates – look for a 1% improvement

**LE/18/69 Resolved: the Committee approved the process for outlining the targets aligned to Corporate Objectives and were satisfied that this was appropriate, having already received an analysis of performance**

### **Q3 LEARNER SURVEY ANALYSIS**

**LE/18/70** The Head of Quality provided an analysis of the Q3 Learner Survey which is carried out during the final academic term of student as they approach the end of their course.

The following points were made:

Slightly revised Q3 survey this year – in response to feedback from learners previous year

92% overall satisfaction across college (both sites)

An overview of the questions was provided – this focused on lessons, quality of teaching, target setting, feedback, awareness of progression opportunities.

Once the survey is complete a thorough analysis takes place, with data shared with curriculum teams, forms part of quality improvement processes.

Channelside – 92% satisfaction, 9 out of 10 questions had over 90% satisfaction, 10 out of 12 curriculum areas have 90% or above satisfaction, overall satisfaction increased by 2%, there were no demographic disparities.

Each area of lower satisfaction had been analysed with the reasons being identified so that improvements can be tracked. Some areas with high levels of improvement in satisfaction had been areas identified as requiring improvement the previous academic year with interventions being put in place, it was pleasing to note that these had resulted in significantly increased satisfaction.

Rating Lane – 93% satisfaction. 66% response rate – 904 had completed.

This had been investigated and this had been partly due to the timing of the survey which clashed with an examination period.

The Committee questioned the level of response for this particular survey, the Student Liaison Officer felt that this had been particularly due to the number of surveys carried out over the year (3) and the timing of this particular survey. In addition, the SLO raised that it may have been useful to tailor some of the questions to Rating Lane students since when completing this more students would have felt that these questions were of particular relevance to them.

9 out of 10 questions had over 90% satisfaction.  
69 courses had 90% or more overall satisfaction.  
There were no demographic disparities.  
Headlines by curriculum areas was provided and similarly to Channelside responses.

**LE/18/71 Resolved: The Committee noted the Q3 learner survey analysis**

### **ASSURING QUALITY – LEARNING WALKS & STUDENT FOCUS GROUPS**

**LE/18/72** The Head of Quality provided an overview of planned activity and areas of focus for this academic year, as time progresses additional learning walks and focus groups may be planned in so that we can gain student feedback in year on topical issues.

It was agreed that once the dates are agreed this would be shared with the Committee so that they can join in with any of these should they be available.

**Action: Head of Quality to share dates with the Clerk for circulation to the Committee**

The Committee suggested that they would like to have a learning walk of a curriculum area and suggested engineering since this was the largest curriculum area in the college, with a mix of classroom and workshop activity and significant apprenticeship numbers.

**Action: Clerk to facilitate this prior to the November Learner Experience committee meeting**

**LE/18/73 Resolved: the Committee noted the planned activity for the upcoming academic year.**

### **LEARNER VOICE, TERMLY REPORT ON COMPLAINTS, COMMENTS & COMPLIMENTS**

**LE/18/74** The DP C&Q presented the report which provided an overview of the complaints which had been received and progress in meeting a satisfactory resolution, along with an overview and the detail of developments and progress within the Furness College Student Union and the Student Representative body in readiness for the start of the upcoming academic year.

**LE/18/75** The Student Liaison Officer (Callum Slater) had provided a very interesting overview of student union and representative related activity and raised the following points:

The Student Union is now established on both sites with student union officers in place at Rating Lane and Channelside.

An overview of the officer roles was provided, which included an overview of the number of nominations which had been received for each of the roles.

The Committee queried the number of nominations which had been received for some of the roles which was low in some areas – the SLO raised that this had taken place in the first year of the FCSU and nominations had been low, particularly at Channelside, it is hopeful that as the FCSU is becoming more established at Channelside this will raise the profile of the FCSU and generate more interest in being involved. At Rating Lane interest had been higher and a large number of nominations for each role had been received as a result of that.

The overview also provided a summary of activity of the Student Union and also the “Union” cloud which is a web based area linking in to the national student union with a range of useful resources and information for students.

In addition to the Student Union there are a range of course representatives who represent each of the curriculum or course areas and complement the student voice, in addition to that of the FCSU.

The Committee questioned Course Representatives and asked how it was managed to ensure that there is a good flow of communication between students who may not in the same lessons as the course representative themselves. The SLO raised that the Student Rep body works alongside the Student Union body to maximise the opportunity to raise the learner voice.

**LE/18/76 Resolved: The Committee noted the report.**

### **COMPLAINTS COMMENTS AND COMPLIMENTS UPDATE**

**LE/18/77** A number of compliments from external organisations had been received across a range of curriculum areas which was pleasing to note.

An overview of the complaints received over the period was provided and discussed by the Committee. All were now resolved.

**LE/18/78 Resolved: The Committee noted the report**

**LEARNER SUPPORT FUND POLICY**

**LE/18/79** The DPC&Q presented the Learner Support Fund Policy for approval. The Policy sets out those learners in scope for Learner Support Fund and the criteria for assessing applications as well as how the funds will be used. In recent years the College has underspent its allocation of available funding and as a consequence the criteria has been revised to bring more learners in scope

**LE/18/80 Resolved: The Committee approved the Policy**

**COMPLAINTS, COMMENTS & COMPLIMENTS POLICY**

**LE/18/81** The DPC&Q presented the Complaints, Comments and Compliments Policy for approval. The Policy sets out the College’s approach to dealing with CCC as well as how a stakeholder can bring a complaint, comment of compliment to the College’s attention and how they can expect this to be dealt with.

**LE/18/82 Resolved: the Committee approved the Policy**

**FREEDOM OF SPEECH POLICY**

**LE/18/83** New policy which sets out the approach by the College to ensure that it promoted academic freedom and freedom of speech within the law for member of the college (including staff, students and for external speakers).

**LE/18/72 Resolved: The Committee approved the Policy and recommended for Board approval.**

**ITEMS FOR THE NEXT AGENDA**

**LE/18/84** No items were raised in addition to normal business.

**CONFIDENTIALITY**

The Committee agreed that there were no items which needed to be classified as confidential.

**DATE OF NEXT MEETING**

The date of the next meeting was agreed as **Wednesday, 14<sup>th</sup> November 2018**

**ANY OTHER BUSINESS**

There were no other items of business.

<b>MINUTES APPROVED</b>	
Signed	_____ Jan Fielding, Chair of LE Committee
Date	_____ Subject to Amendments / No Amendments