South
Lanarkshire
College

**SLC**

East Kilbride

# QUALITY ENHANCEMENT GROUP
# REPORT TO THE
# DEVELOPMENT COMMITTEE


# February 2018

**QUALITY ENHANCEMENT GROUP REPORT TO THE DEVELOPMENT COMMITTEE**

## 1.0 INTRODUCTION

This report seeks to update the Development Committee on quality assurance and enhancement activity within the College. The main activities since the last report in November 2017 are covered in the executive summary below.

## 2.0 EXECUTIVE SUMMARY

2.1 Quality arrangements / self-evaluation

2.2 Internal Audit update 2017-18

2.3 Learner Engagement

2.4 PDLT, TQFE and Introduction to Learning & Teaching

2.5 Awarding Body update 2017-18

2.6 Complaints handling and reporting

## DETAIL FROM SUMMARY

### 3.1 Quality arrangements / self-evaluation

The Evaluation Report and Enhancement Plan (EREP) was submitted to the Scottish Funding Council (SFC) and Education Scotland (ES) on 31 October 2017. The report was formally endorsed by Education Scotland and the Scottish funding Council at a meeting at SLC on 29 November 2017 chaired by Karen Corbett HMI. Andrew Brawley HMI and Phil McGuiness from SFC also attended. The Depute Principal, The Associate Principal, Construction and the Curriculum Manager: Quality represented the College. The Evaluation Report and Enhancement plan was endorsed and approved with no need for the College to make adjustments or provide further exemplification. Education Scotland gave the following feedback:

*"The ER (Evaluation Report) is very well written and provides an accurate and appropriate account of the quality of provision and services being delivered by the college. The report is comprehensive in explaining the provision and services delivered by the college and the areas of development it needs to resolve. The ER identifies clearly what is working well for each theme. The report follows the guidelines very well and identifies the issues under each theme."*

*"The EP (Enhancement Plan) addresses the issues identified in the report. The college has a good range of activities in the plan to support their improvements. The EP makes clear the timescales for achievement of identified actions and who in the college will lead on them."*

The 27 Colleges EREP endorsed reports were published on the Education Scotland website on 26 January 18. The report can be accessed from the Education Scotland webpage https://education.gov.scot/other-sectors/further-education/688197

As requested the College submitted our evaluation of the process to Andrew Brawley, HMI in January 2018. This will inform current SFC Steering Group discussions about the arrangements for Year 2 (2017-18).

On 6 February 2018 Andrew Brawley, HMI gave a presentation to the BoM.

### 3.2 Internal Audit update

Of the eight internal audits planned for 2017-18 two have taken place and the other for February 2018 is in the planning phase. The Educational Maintenance Allowance (EMA) 1st Audit report was presented to the College Management Team (CMT) on 18 January 2018. Findings were positive with no recommendations for improvement and complies with the Scottish Funding Council document *'Guidance on the audit requirements for Education Maintenance Allowance' (EMA's) 18th July 2017.* (Appendix 1).

## 3.3 Learner Engagement

Class representatives are currently booking places on three planned February lunchtime focus events facilitated by the Quality Unit and the Student Association (SA).

Eight class representatives from the Faculty of Business, 30 class representatives from the Faculty of Care and 20 class representatives from the Faculty of Construction class groups across curriculum areas attended their Faculty *Meet the Faculty Management Team (FMT)* events in November, December 2017 and January 2018. Discussions were constructive and resulted in a number of actions for the Faculties to take forward.

The Quality Unit continue to work with the marketing design team and created a new *Tell us @SLC* Poster. This is now being displayed in classrooms, workshops and on screens throughout the College. (Appendix 2).

The results of the In-Course Questionnaire Part 1 have been published and distributed to College teams to review and action. The analysis is currently on display on screens throughout the College for students to view. (Appendix 3).

## 3.4 PDLT, TQFE and Introduction to Learning & Teaching Update

Forty-Eight staff have been selected for a Professional Discussions of Learning & Teaching (PDLT) across three rounds of activity during the 2017/2018 session. Rounds 1 and 2 took place during w/c 29/1/18 and 5/2/2018. Twenty-Two PDLTs have taken place and been reported on. The PDLT team will meet prior to Round 3 in March 2018 to discuss approaches and emerging themes that can inform staff development activity.

Ten staff are undertaking a *Teaching Qualification in Further Education* (TQFE) at the Universities of Dundee and Stirling.

Nine staff attended the in-house *Introduction to Learning & Teaching* session offered during the Staff Development day on 18 December 2017 including the 3 Chinese lecturing staff currently working at the College.

## 3.5 Awarding Body update

The Quality Unit has received 37 contacts from external verifiers of the fifty-three expected by awarding bodies so far for 2017-18. Awarding bodies include the Scottish Qualifications Authority (SQA) and City and Guilds. External verification visits cover all Faculties and includes plans for visits across a range of HN, PDA, SVQ and other awards for units and programmes between February and June 2018.

One visit has taken place for the Health & Safety in a Construction Environment Unit. This was successful. The report has been received and disseminated to the course team. There was one recommendation for the course team to consider.

Five National Qualifications units were selected for Round 1 Central Verification events and have been submitted. These included: Maths, ESOL, Drama, Psychology and Chemistry. The results of these have still to be notified.

One further assessment have been submitted to the SQA for prior verification for the HNC Construction Management Graded Unit 2.

Two SQA Development Visits were requested by the SVQ2 Healthcare and Support Worker (Clinical) team and for the HNC Social Science Politics units and have taken place. Both teams found their visits useful in interpreting assessment requirements for the qualifications.

On 25 November 2017 a senior External Verifier from SQA led a support visit for the revised Construction Crafts SVQs. A range of staff from the College, SQA, Construction Industry Training Body (CITB) and a local employer attended the session.


3.6 Complaints handling and reporting

2017-18 Quarter 2 (1/11/2017 – 31/1/2018)

Four formal complaints have been received, logged and actioned in Quarter 2 of 2017-18 covering the period 1 November 2017 – 31 January 2018. Three were Stage 1 complaints and one was escalated to a Stage 2 complaint. All were satisfactorily responded to within the SLC Complaints Procedures required by the Scottish Public Sector Ombudsman (SPSO) timeframes. One complaint was upheld and 2 were not upheld. One complaint had 2 parts. Part 1 was upheld and Part 2 was not upheld. Lessons learned from these complaints have been discussed and actions agreed with the departments and faculties involved. (Appendix 4).

**4.0 The Quality Enhancement Group recommend that the Development Committee:**

4.1 Notes the activities leading to Education Scotland endorsement of and publication of the South Lanarkshire College Evaluation Report and Enhancement Plan.

4.2 Receive the update on the Internal Audit programme 2017-18.

4.3 Supports Learner Engagement activities.

4.4 Acknowledges the PDLT, TQFE and Introduction to Learning & Teaching in-year update.

4.5 Notes awarding body activity.

4.6 Receives the Quarter 2 update on Complaints handling and reporting.

Angus Allan
Quality Enhancement Group
February 2018

Quality Enhancement Group Members:

Angus Allan (Chair 2017-18)
Myra Armstrong
Alison Chambers
James Martin
David McLaren
Karen Phillips

# APPENDIX 1

# INTERNAL AUDIT PROGRAMME 2017-2018

| Audit completed | Audit in progress |
|---|---|

| Internal Audit | Audit reason code *see | Proposed Month | Actual Date | Audit Status | Number of actions/recomms. Agreed target date for completion and Good Practice (GP) | Agreed actions/recomms completed | Report Published | Report Number |
|---|---|---|---|---|---|---|---|---|
| EMA (1st audit) | 1 | Nov-17 | 23/11/2017 | Complete | NA | NA | To CMT 18/1/2018 | 01-2017/18 |
| EMA (2nd audit) | 1 | Mar-18 | 14/03/2018 | | | | | |
| SDS Learner Journey ESF pre-audit | 2 | Jan-18 | 14/2/2018 (am) | Planning in progress | | | | |
| HNC Counselling | 2 | May-18 | 02/05/2018 | | | | | |
| HNC Childhood Practice | 2 | Apr-18 | 18/04/2018 | | | | | |
| Gas and Renewables SCQF 6 BPEC Gas | 2 | Feb-18 | 07/02/2018 | Audit complete. Report in progress | | | | |
| Responsible Futures pre-audit - scope to be discussed based on RF requirements with Elaine R and group in Feb 2018 | 3 | Mar-18 | 14/03/2018 tbc | | | | | |
| BPEC - pre-audit for ACS and Foundation programmes | 3 | May-18 | tbc | | | | | |

*Audit Reason Codes

| 1 | Mandatory requirement |
|---|---|
| 2 | College risk analysis |
| 3 | Awarding Body requirement |

# APPENDIX 2

# TellUs @SLC

## We're here to listen, with a range of ways for you to voice your opinion, ask for advice or suggest ideas.

### Student Portal
Submit your feedback and suggestions at anytime by logging onto your student account and clicking our "TellUs@SLC" button.

### Class Representatives
They represent your views at Course Team Meetings, Faculty Team Meetings and Focus Groups throughout the year.

### Annual Student Question Time Event
This is a great opportunity to ask the College Senior Management Team anything you like. This usually takes place in May each year.

### In-course Questionnaires
These are live in September/October and March/April every year and help us to gather your views about your learning experiences during the year.

### Student Association
Speak to Student Association Executive Members in the Student Association Office on the ground floor next to the lift.

### Staff
If you have a comment or concerns you can talk to any member of South Lanarkshire College staff.

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# APPENDIX 3

Survey Says!

## In-Course Questionnaire November 2017 Results

**1910** students completed the questionnaire.

Thank you, your feedback helps us improve services for students.

### Equal Opportunities Monitoring

**94%** of students who participated **agree** with the College approach to equal opportunities and access across the College.

### Pre-Entry Information

**83%** of students who participated **agree** with the College approach to providing and using pre-entry information.

### Learning and Teaching

**86%** of students who participated **agree** with all aspects of learning and teaching.

### College Induction

**78%** of students who participated **agree** with the College approach to induction.

### College Facilities

FACILITIES

**84%** of students who participated expressed they **agree** with the access to and standard of College facilities.

Quality Unit – December 2017

Images: FreeDigitalPhotos.net

# APPENDIX 4

South Lanarkshire College
East Kilbride

# Complaints performance indicators per quarter for the year 2017/18

# Quarter 2
# (1st November 2017 – 31st January 2018)

Complaints performance indicators per quarter for the year 2017-18 - South Lanarkshire College

| | COMPLAINTS HANDLING PROCEDURE INDICATORS | Q1 | | Q2 | |
|---|---|---|---|---|---|
| 1.0 | Total number of complaints received & complaints received per 100 population | | | | |
| 1.1 | Number of complaints Received | 4 | | 4 | |
| 1.2/1a | College Population and Number of Complaints received per 100 population | 3827 | 0.1 | 4405 | 0.1 |
| 2.0 | Number of complaints closed at each stage and as a % of all complaints closed | | | | |
| 2.1/2a | Number of complaints closed at Stage 1 and % of total closed | 4 | 100.0% | 3 | 75.0% |
| 2.2/2b | Number of complaints closed at Stage 2 and % of total closed | 0 | 0.0% | 0 | 0.0% |
| 2.3/2c | Number of complaints closed after Escalation and % of total closed | 0 | 0.0% | 1 | 25.0% |
| 2.4 | Open | 0 | 0.0% | 0 | 0.0% |
| 3.0 | Number of complaints upheld, partially upheld and not upheld at each stage and as a % of complaints closed at that stage | | | | |
| 3.0 | Stage 1 | | | | |
| 3.1/3a | Number and % of complaints upheld at Stage 1 | 3 | 75.0% | 2 | 66.7% |
| 3.3/3c | Number and % of complaints not upheld at Stage 1 | 1 | 25.0% | 1 | 33.3% |
| 3.0 | Stage2 | | | | |
| 3.4/3d | Number and % of complaints upheld at Stage 2 | 0 | 0.0% | 0 | 0.0% |
| 3.6/3f | Number and % of complaints not upheld at Stage 2 | 0 | 0.0% | 0 | 0.0% |
| 3.0 | Escalated | | | | |
| 3.7/3g | Number and % of complaints upheld after Escalation | 0 | 0.0% | 0 | 0.0% |
| 3.9/3i | Number and % of complaints not upheld after Escalation | 0 | 0.0% | 1 | 100.0% |
| 4.0 | Total working days and average time in working days to close complaints at each stage | | | | |
| 4.1/4a | Total working days and average time in working days to close complaints at Stage 1 | 4 | 1.0 | 3 | 1.0 |
| 4.2 | Total working days and average time in working days to close complaints at Stage 2 | 0 | 0.0 | 0 | 0.0 |
| 4b | Total working days and average time in working days to close complaints after Escalation | 0 | 0.0 | 9 | 9.0 |
| 5.0 | Number and % of complaints closed within set timecales ( S1=5 workings days; S2=20 working days ; Escalated = 20 working days) | | | | |
| 5.1/5a | Number and % of Stage 1 complaints closed within 5 working days | 2 | 50.0% | 2 | 66.7% |
| 5.2/5b | Number and % of Stage 1 complaints not closed with 5 working days | 0 | 0.0% | 1 | 33.3% |
| 5.3/5c | Number and % of Stage 2 complaints closed within 20 working days | 0 | 0.0% | 0 | 0.0% |
| 5.4/5d | Number and % of Stage 2 complaints not closed within 20 working days | 0 | 0.0% | 0 | 0.0% |
| 5.5/5e | Number and % of Escalated complaints closed within 20 working days | 0 | 0.0% | 1 | 100.0% |
| 5.6/5f | Number and % of Escalated complaints not closed within 20 working days | 0 | 0.0% | 0 | 0.0% |
| 6.0 | Number and % of complaints closed at each stage where extensions have been authorised | | | | |
| 6.1/6a | Number and % of Stage 1 complaints closed within 10 working days ( extension) | 2 | 50.0% | 1 | 100.0% |
| 6.2/6b | Number and % of Stage 1 complaints not closed within 10 working days ( extension) | 0 | 0.0% | 0 | 0.0% |
| 6.3/6c | Number and % of Stage 2 complaints closed within 40 working days ( extension) | 0 | 0.0% | 0 | 0.0% |
| 6.4/6d | Number and % of Stage 2 complaints not closed within 40 working days ( extension) | 0 | 0.0% | 0 | 0.0% |
| 6.5/6e | Number and % of Escalated complaints closed within 40 working days ( extension) | 0 | 0.0% | 0 | 0.0% |
| 6.6/6f | Number and % of Escalated complaints not closed within 40 working days ( extension) | 0 | 0.0% | 0 | 0.0% |

**Complaints Summary Quarter 2** (1/11/2017 – 31/1/2018)

| Summary of complaint | Date | Upheld/not upheld | Lessons learned |
|---|---|---|---|
| 1. Horticulture level 5 students unhappy about not having access to suitable classroom facilities for practical and theory work and being moved to unsuitable rooms at short notice. | 20/11/17 Quarter 2 | **Partially Upheld**<br><br>**Part 1 – Access to specialist/appropriate classroom/workshop facilities – Upheld**<br><br>Part 2 – the request for a specialist technician for Horticulture  - Not upheld | For the Faculties to take better account of needs of specialist courses when timetabling. |
| 2. Student on an Inclusiveness programme course has experienced unexpected termination of child care arrangements by the College Nursery. | 6/12/17 Quarter 2 | Not Upheld as Nursery is not owed by or run by SLC.<br><br>Student concern passed onto Nursery Manager and student informed. | None |
| 3. Complainant unhappy about how the Principal spoke to her and another student when they entered the building using the disabled access despite the arrows on doors directing them that way. | 6/12/17 Quarter 2 | **Upheld** | For the Facilities team to check the arrows are pointing in the correct direction when the main doors are not in use. |
| 4. Date of withdrawal as notified to SAAS and attitude of staff. | 13/12/17 Quarter 2 | Not upheld Escalated to stage 2 as complainant was not happy with the response at Stage 1. | To ensure detailed responses are made to complainants at Stage 1 of complaints. |