



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

**November 2017**

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

### **1. 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 September 2017 are covered in the executive summary below.

### **2. EXECUTIVE SUMMARY**

- 2.1 Quality arrangements/self-evaluation
- 2.2 Internal audit programme
- 2.3 Learner engagement
- 2.4 Engagement with awarding bodies
- 2.5 Quality systems development
- 2.6 College involvement in external quality enhancement
- 2.7 Complaints handling and reporting

### 3. DETAIL FROM SUMMARY

#### 3.1 Quality arrangements / self-evaluation

The focus of the Quality Enhancement Group (QEG) since the last report has been the completion of the 2016-2017 self-evaluation (SE) cycle and working towards production of the *Annual Evaluation Report and Enhancement Plan*.

##### Self-Evaluation (SE) 2016-17

A successful annual SE *Round Robin* event took place at the College Management Team meeting (CMT) on 28 September with authors of the twelve annual SE reports submitted from Faculties and Departments across the College. Individuals were given responsibility of taking a lead role in reviewing key quality indicators from the '*How good is our college?*' quality framework with peers and to offer feedback. Reports were updated and submitted to the Quality Unit via the College e Self Evaluation Process (CeSEP) system. A combined College Action Plan showing all actions arising from the 2016-17 SE process is available on the CeSEP system and will be used by the CMT to review progress on actions throughout 2017-18.

##### Education Scotland

Andrew Brawley HMI visited on 6 October to meet the QEG for a review of the draft annual *Evaluation Report and Enhancement Plan* to be submitted by the College to the Scottish Funding Council (SFC) and Education Scotland (ES) by 31 October 2017. This was followed on 12 October by a pre- endorsement visit attended by Andrew Brawley HMI, Gill Ritchie HMI, Sharon Drysdale the Lanarkshire Region Outcome Manager and Phil McGuinness both from the Scottish Funding Council. All four met briefly with the Principal and Depute Principal before the main meeting. The discussion was broad ranging and the QEG took note of the feedback received to inform the final version of the report. Whilst each College in the Lanarkshire region will submit their own *Evaluation Report and Enhancement Plan* an evaluation of the Lanarkshire Regional Outcome Agreement (RoA) will be in each college's appendix.

#### 3.2 Internal audit programme

The 2016-17 internal audit programme has been completed (see appendix 1). Eight audits were finalised and the one not carried out will be reviewed for inclusion in the 2017-18 internal audit programme. The findings of internal audits are reported to the CMT. Actions are reviewed with teams involved on an on-going basis to ensure completion. The internal audit process has been further enhanced in response to the evaluation of the 2016-17 programme and the annual training session for the Quality Audit Group (QAG) will take place early in November.

Membership of the QAG has been revised for 2017-18, retiring members thanked for their contribution and new members welcomed to the group including the President of

the Student Association. The 2017-18 draft internal audit programme is still under discussion and will commence in November. Once confirmed, notifications will be issued to the faculties and departments involved.

### 3.3 Learner engagement

Two training sessions have been delivered so far during October 2017 in partnership with Sparqs. A total of 50 class representatives to date have successfully undertaken training. Two further sessions are planned for November 2017. The sessions have been advertised and bookings are being made. The Student Association (SA) President participates in each session to clarify the role of the SA and to encourage class representatives to get actively involved in the life and work of the College.

Three lunchtime focus groups are planned for November 2017. These are facilitated by the Quality Unit and the SA President. They are attended by class representatives and focus on supporting students to gather 'student views' from their class groups in preparation for attendance at the end of block one course team meetings.

The on-line *In-Course Questionnaire Part 1* is open for students to complete between 26 September and 3 November 2017. There has been 2049 responses so far compared with 1644 at the same point in 2016. The Quality Unit distribute a comprehensive analysis to faculties and relevant departments to action highlighted areas for development/enhancement based on student feedback.

The Associate Principal (AP) Construction and the Curriculum Manager (CM): Quality met Rick Phillips from QDP representing an independent specialist organisation who provide on-line questionnaire based feedback services to the Education and Skills sector. The current system for gathering the views of students is outdated and an alternative system is currently under consideration.

### 3.4 Engagement with awarding bodies

Fifty External Verification (EV) visits made by SQA during 2016-17 all resulted in successful outcomes.

Ten EV visits from City and Guilds, two EV visits from the British Plumbing Employers Council (BPEC) and two EV from the Glazing Qualifications Authority (GQA) were also successful.

Across all 64 EV visits there were 82 highlighted areas of good practice and 36 recommendations for course teams to consider across the range of the SQA Criteria (see appendix 2).

Two NQ units sent to SQA for Central Verification were returned as unsuccessful with actions for the course team to complete. Following discussions with SQA EVs seeking further clarification on the requirements additional evidence was submitted to the SQA resulting in accepted outcomes.

In August 2017 the quality team reviewed and agreed the EV schedule for HN, SVQ and NQ (vocationally based) qualifications for 2017-18 proposed by the SQA qualification and verification planning team.

Business managers from SQA met the CM: Quality in September as part of a quarterly meeting cycle. The purpose of which is to respond to particular questions raised by the Quality Unit and faculty teams, to explore mutual areas of interest and for the awarding body to inform the College of new and future developments. Items of interest are disseminated to relevant faculties and curriculum teams.

Six assessments have been submitted to SQA for Prior Verification for academic year 2017-18 and all six have been accepted.

### 3.5 Quality systems development

The College eSelf-Evaluation Process (CeSEP) system launched in October 2016 continues to be enhanced. The annual SE reporting processes have been added to the system enabling managers to draw on in-year reports submitted by teams to inform their annual SE reporting. Feedback has been positive and the Quality Unit team continues to support implementation of new phases of the system as they are introduced.

### 3.6 College involvement in external quality enhancement

- Education Scotland

Four members of staff who are Education Scotland Associate Assessors attended an update training day on 8 June 2017 and expect to be deployed during 2017-2018 on a range of Education Scotland activities relating to the *'How good is our college?'* Quality framework.

- SQA/Colleges Quality Focus Group

In September the CM: Quality participated in the first meeting of the 2017-2018 session. Items of interest are disseminated within the College and to New College Lanarkshire.

- SQA Quality Assurance Groups

The College continues to support SQA quality assurance across the sector and has 19 staff involved in EV, Senior EV, Nominee, qualification development, exam setting, vetting and marking activities.

### 3.7 Complaints handling and reporting

The SLC annual complaints performance indicators and summary for 2016-17 against the SPSO Performance Indicators (PIs) is attached as indicated in the *September 2017 Quality Report to the Development Committee* (see appendix 3).

#### 2017-18 Quarter 1

Four formal complaints have been received, logged and actioned in Quarter 1 of 2017-18 covering the period 1/8/2017 – 31 October 2017. All were Stage 1 complaints and were satisfactorily responded to within the SLC Complaints Procedures required by the Scottish Public Sector Ombudsman (SPSO) timeframes. Three complaints were upheld and 1 was not upheld. Lessons learned from these complaints have been discussed and actions agreed with the departments and faculties involved (see appendix 3).

4. The Quality Enhancement Group recommend that the Development Committee:

- 4.1 Acknowledge the processes relating to quality arrangements, self-evaluation and the draft *Annual Evaluation Report and Enhancement Plan*.
- 4.2 Receive the update on the 2016-2017 internal audit programme.
- 4.3 Support the enhancement of student engagement training and support for class representatives.
- 4.4 Notes the update on engagement with awarding bodies.
- 4.5 Is aware of the progress, development and enhancement of quality systems.
- 4.6 Recognise the continued contributions by college staff in external quality enhancement activities.
- 4.7 Notes the update on complaints handling.

Angus Allan  
Chair, Quality Enhancement Group  
November 2017

Quality Enhancement Group Members

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

# APPENDIX 1



## INTERNAL AUDIT PROGRAMME 2016-2017



Internal Audit	Audit reason code *see	Proposed Month	Actual Date	Audit Status	Number of actions/recommendations	Report Number
EMA (1st audit)	1	Nov-16	28/11/2016	Completed	None	01-2016/17
EMA (2nd audit)	1	Mar-17	13/04/2017	Completed	None	04-2016/17
Master Folders	2	Apr-17	26/05/2017	Completed	Two actions and one recommendation.	06-2016/17
On-line RoA System	2	Feb-17	15/05/2017	Completed	Five actions and five recommendations	03-2016/17
Student Services	2	Dec-16	01/02/2017	Completed	Six recommendations	02-2016/17
Employer Engagement	2	Apr-17		Scoping complete. Carry forward to 2017-2018 tbc	N/A	N/A
MIS - In preparation for SQA Systems Verification in March 2017	2	Feb-17	07/03/2017	Completed	Five recommendations	05-2016/17
C&G Course Provision	2	May-17	01/08/2017	Completed	Six actions	07-2016/17
BPEC - pre-audit for ACS and Foundation programmes	3	May-17	02/06/2017	Completed	Three recommendations	BPEC Numbering system

### \*Audit Reason Codes

1	Mandatory requirement
2	College risk analysis
3	Awarding Body requirement

# APPENDIX 2

## External Verification Analysis 2016/17

External Verification visits selected	64
Development Visits	7
Central Verification	6
Taken Place (EV visits)	58
Not Taken Place	6
SQA EV visits selected	50
Feedback to SQA following External Verification visits to SLC	32
City and Guilds EV visits selected	10
BPEC	2
Glazing Qualifications Authority selected	2

SQA Criteria	Good Practices 82	Recommendations 36
<b>2.1</b> Assessors and internal verifiers must be competent to assess and internally verify, in line with the requirements of the qualification.	5	2
<b>2.4</b> There must be evidence of initial and ongoing reviews of assessment environments; equipment; and reference, learning and assessment materials	10	1
<b>3.2</b> Candidates' development needs and prior achievements (where appropriate) must be matched against the requirements of the award.	10	1
<b>3.3</b> Candidates must have scheduled contact with their assessor to review their progress and to revise their assessment plans accordingly	10	0
<b>4.2</b> Internal assessment and verification procedures must be implemented to ensure standardisation of assessment	15	0
<b>4.3</b> Assessment instruments and methods and their selection and use must be valid, reliable, practicable, equitable and fair.	7	1
<b>4.4</b> Assessment evidence must be the candidate's own work, generated under SQA's required conditions.	7	6
<b>4.6</b> Evidence of candidates' work must be accurately and consistently judged by assessors against SQA's requirements	5	8
<b>4.7</b> Candidate evidence must be retained in line with SQA requirements.	2	1
<b>4.9</b> Feedback from qualification verifiers must be disseminated to staff and used to inform assessment practice	2	2
<b>Skills for Work</b>	9	4
<b>City and Guilds</b>	2	10

# APPENDIX 3

# Complaints performance indicators per quarter for the year 2016/17

Complaints performance indicators per quarter for the year 2016/17 - South Lanarkshire College

COMPLAINTS HANDLING PROCEDURE INDICATORS		Q1		Q2		Q3		Q4		YTD	
1.0	<b>Total number of complaints received &amp; complaints received per 100 population</b>										
1.1	Number of complaints Received	5		0		3		8		16	
1.2/1a	College Population and Number of Complaints received per 100 population	3683	0.1	4209	0.0	4650	0.1	5025	0.2	5025	0.3
2.0	<b>Number of complaints closed at each stage and as a % of all complaints closed</b>										
2.1/2a	Number of complaints closed at Stage 1 and % of total closed	5	100.0%	0	0.0%	3	100.0%	6	75.0%	14	87.5%
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	0	0.0%	0	0.0%	0	0.0%	2	25.0%	2	12.5%
2.3/2c	Number of complaints closed after Escalation and % of total closed	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
2.4	Open	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
3.0	<b>Number of complaints upheld, partially upheld and not upheld at each stage and as a % of complaints closed at that stage</b>										
3.0	<b>Stage 1</b>										
3.1/3a	Number and % of complaints upheld at Stage 1	2	40.0%	0	0.0%	2	66.7%	6	100.0%	10	71.4%
3.3/3c	Number and % of complaints not upheld at Stage 1	3	60.0%	0	0.0%	1	33.3%	0	0.0%	4	28.6%
3.0	<b>Stage 2</b>										
3.4/3d	Number and % of complaints upheld at Stage 2	0	0.0%	0	0.0%	0	0.0%	1	50.0%	1	50.0%
3.6/3f	Number and % of complaints not upheld at Stage 2	0	0.0%	0	0.0%	0	0.0%	1	50.0%	1	50.0%
3.0	<b>Escalated</b>										
3.7/3g	Number and % of complaints upheld after Escalation	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
3.9/3i	Number and % of complaints not upheld after Escalation	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
4.0	<b>Total working days and average time in working days to close complaints at each stage</b>										
4.1/4a	Total working days and average time in working days to close complaints at Stage 1	5	1.0	0	0.0	5	1.7	0	0.0	10	0.7
4.2	Total working days and average time in working days to close complaints at Stage 2	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
4b	Total working days and average time in working days to close complaints after Escalation	0	0.0	0	0.0	0	0.0	0	0.0	0	0.0
5.0	<b>Number and % of complaints closed within set timecales ( S1=5 working days; S2=20 working days ; Escalated = 20 working days)</b>										
5.1/5a	Number and % of Stage 1 complaints closed within 5 working days	4	80.0%	0	0.0%	2	66.7%	6	100.0%	12	85.7%
5.2/5b	Number and % of Stage 1 complaints not closed with 5 working days	1	20.0%	0	0.0%	1	33.3%	0	0.0%	2	14.3%
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	0	0.0%	0	0.0%	0	0.0%	2	100.0%	2	100.0%
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
5.5/5e	Number and % of Escalated complaints closed within 20 working days	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
5.6/5f	Number and % of Escalated complaints not closed within 20 working days	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
6.0	<b>Number and % of complaints closed at each stage where extensions have been authorised</b>										
6.1/6a	Number and % of Stage 1 complaints closed within 10 working days ( extension)	1	20.0%	0	0.0%	1	100.0%	0	0.0%	2	100.0%
6.2/6b	Number and % of Stage 1 complaints not closed within 10 working days ( extension)	0	0.0%	0	0.0%	0	0.0%	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%	0	0.0%	2	100.0%	2	100.0%
6.4/6d	Number and % of Stage 2 complaints not closed within 40 working days ( extension)	0	0.0%	0	0.0%	0	0.0%	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%	0	0.0%	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%	0	0.0%	0	0.0%	0	0.0%

Q1 - 1/8/16 - 31/10/16

Q2 - 1/11/16 - 31/1/17

Q3 - 1/2/17 - 30/4/17

Q4 - 1/5/17 - 31/7/17

YTD = Year to Date

## Complaints summary 2016/17

Summary of complaint	Date	Upheld/not upheld	Lessons learned
1. Lack of information given to potential student regarding the application process.	1/8/16 Quarter 1	Not upheld – correct procedure was followed	To inform applicants when a course is interviewing for the waiting list when all available places for a course have been offered and accepted.
2. Apprentice not given a place on year 3 of the programme and having to pay own travelling expenses - misinformation	28/8/16 Quarter 1	Not upheld - Misunderstanding by the employer regarding the difference between college funded and employer funded apprenticeship places.	N/A
3. Misuse of Disabled Parking Bays.	12/9/16 Quarter 1	<b>Upheld</b>	Regular checks of carpark for illegal parking in disabled spaces. Prompt and appropriate action will be taken.
4. Lack of correct communication regarding progression of a bursary application.	28/9/16 Quarter 1	3 parts to complaint: Part 1 – <b>upheld</b> – incorrect information was given to student. Part 2 – not upheld – correct procedure was followed Part 3 – <b>upheld</b> – incorrect information given on 3 occasions about progress of bursary application	As a result of this complaint a review of the bursary service levels will be carried out to avoid similar incidents occurring in the future.
5. Student is dissatisfied with the offered as part of his course.	24/10/16 Quarter 1	Not upheld	This was a complaint the student made to DWP/SDS – we treated it as a complaint in case of escalation.
6. Student was unhappy about how they were responded to by library staff when dealing with a library loan situation	6/3/17 Quarter 3	<b>Upheld</b>	As a result of this complaint a review of the library service levels will be carried out to avoid similar incidents occurring in the future.

7. Student was offered a place at a level lower than the one applied for and is unhappy.	29/3/17 Quarter 3	<b>Upheld</b>	For staff who are considering applications and interviewing applicants to make sure they are aware of individual requirements and skills of applicants.
8. An Employer is unhappy about how a member of his staff was informed about a portfolio deadline. The employer is also complaining about what was said and how this message was delivered to the students.	21/4/17 Quarter 3	Not upheld	Meeting was offered but employer did not make arrangements to meet Principal and AP
9. P45 handed into SLC but not attached to student's application - wrong bursary award was given as a result of not taking the P45 information into consideration.	15/5/17 Quarter 4	<b>Upheld</b>	For Bursary staff to check records thoroughly before responding to emails to ensure correct information is given.
10. Student has not been presented for enough units for the HND GA	16/5/17 Quarter 4	<b>Upheld</b>	Staff to check students qualifications prior to commencement of the course.
11. Student is unhappy about how they are treated by a member of Lecturing staff whilst in class (this and 3 students below = 4 students in same class group)	1/6/17 Quarter 4	<b>Upheld</b> (dealt with under staff disciplinary policy)	Staff Disciplinary
12. Student is unhappy about how they are treated by a member of Lecturing staff whilst in class	1/6/17 Quarter 4	<b>Upheld</b> (dealt with under staff disciplinary policy)	Staff Disciplinary



13. Student is unhappy about how they are treated by a member of Lecturing staff whilst in class	1/6/17 Quarter 4	<b>Upheld</b> (dealt with under staff disciplinary policy)	Staff Disciplinary
14. Student is unhappy about how they are treated by a member of Lecturing staff whilst in class	1/6/17 Quarter 4	<b>Upheld</b> (dealt with under staff disciplinary policy)	Staff Disciplinary
15. Parent of student unhappy about how her Son was treated /spoken to by a member of the Finance team	28/5/17 Quarter 4	<b>Upheld</b>	When someone needs to discuss a private financial manner this will take place in a more private place in Student Services or another office.
16. Student feels discriminated against on grounds of age.	7/6/17 Quarter 4	Not upheld. Student was offered the opportunity to meet the Faculty to discuss the detail of their concerns. Did not attend meeting.	N/A due to lack of detail from the student

**Totals:**

**16 complaints**

**Summary: 10 – Upheld. 5 - Not upheld. 1 - Partially upheld.**

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

Quarter 1  
(1<sup>st</sup> August 2017 – 31<sup>st</sup> October 2017)

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

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

## Complaints summary 2017/18

Summary of complaint	Date	Upheld/not upheld	Lessons learned
1. Applied for a place on Inclusiveness administration programme which was full but was told he cannot get a place as he has had one in the past and cannot be funded twice. Wants to clarify this as previous course was in 2012.	25/8/16 Quarter 1	<b>Upheld</b>	For Alternative Funding to review rules for accepting applications and making eligibility criteria clearer to applicants.
2. Lack of parking on main carpark when there are valuable tools in the van.	7/9/17 Quarter 1	Not upheld	None
3. Not able to access websites essential to course due to college firewall.	15/9/17 Quarter 1	<b>Upheld</b>	Lecturers to ensure that recommended internet sites are not blocked.
4. Complainant was contracted by LD staff as a writer for a student. She is complaining about the terms of her contract - the detail is in the letter of complaint.	5/10/17 Quarter 1	<b>Upheld</b>	Review of recruitment processes for employment of contractors for LD roles.