



GOVERNING BODY

QUALITY, TEACHING AND LEARNING COMMITTEE

Minutes of the meeting of the Quality, Teaching and Learning Committee held on Tuesday 22 November 2022 at 17.00hrs via Zoom.

Present:

Mr C Reeves	Chair
Mr M Cook	GB Chair
Mr S Cook	Principal
Mr D Gagie	
Ms C Hart	Exec Dir of Student Experience
Miss B Jossi	Staff Governor
Mr J Mawby	Exec Dir of Curriculum & Quality
Prof E Sallis	Co-opted
Joshua Stratford	Student Governor Maidstone
Mrs M Woolston	

In attendance:

Ms J Burtenshaw	Dir of Employer Relations
Ms C Burkin	Clerk to the Governing Body
Mrs S Collier	Observer – External Review
Mr J Egan	Dir of Quality
Mr M Lampard	Dir of Curriculum
Mrs J LePoidevin	Dir HE
Ms E Mernagh	Dir Safeguarding
Mr N Mugarbel	Dir of Curriculum

1 Declarations of Interest

Members' interests are numbered and referenced on the Declaration of Interest log and available from the Clerk.

Chair's signature

A handwritten signature in black ink, appearing to read 'JMSR', with a long, sweeping underline.

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2 Apologies for Absence

No apologies were received.

3 Minutes of the previous meeting held on 21 June 2022

The minutes of the previous meeting held on 21 June 2022, paper GBQTL21/313 were agreed and accepted as a true record.

The Call notes from 27 September 2022 and 18 October 2022 were noted.

4 Matters Arising - Paper GBQTL22/316

The Chair went through the matters and the following are noted as ongoing:

QTL Committee Meeting 21 June 2022

- Committee Self-assessment 2021/22 & Improvement Plan 2022/23 - With a subsequent change of Chair and thinking, this has not been completed. The Chair informed members that the structure of the Committee had been reviewed but will remain unchanged. New Governors will be joining in the new year and the Committee will revisit this action at the next meeting. **Ongoing.**
- Terms of Reference Annual Review – as above. **Ongoing.**

QTL Call 27 September 2022

- HE Direction of travel Members requested the target and achievement data. The Chair has agreed that HE will be discussed at the January and May 2023 Calls unless anything significant needs to be brought to the Committee. **Ongoing.**

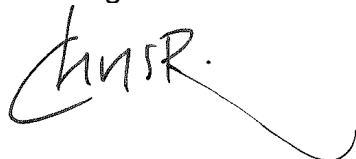
QTL Call 18 October 2022

- E&M - requested more context and rationale to explain data and comparisons to other colleges. **BF January 2023**

It was agreed the matters document is useful to track actions but the format will remain under review.

5 Student Experience - Paper GBQTL22/317,

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Christina Hart – Exec Director for Student Experience introduced the Update.

C Hart's report outlined her initial observations, strengths, and proposed priority areas for development. Members discuss the following areas:

- Additional Learning Support – C Hart felt this area requires a review. She stated that students are well supported but many do not access the support available. C Hart is aiming to increase the offer and is working with the local councils and ESFA to secure funding. Members noted the reference to this area in the SAR but recognised that improvements are required.
- Student Voice – C Hart reflected on her attendance at two Student Voice conferences where students provide feedback well. She is planning to standardise the feedback to be able to better analyse the content. The request for suggestion boxes has been noted and actioned. Members suggested a “you said we did” campaign.
- Applications and Enrolment 2023/24 – C Hart reported her initial review of the process and systems is positive but recognised opportunities to amend the process to support progression.
- Schools' partnership – C Hart informed members she will build on current success and is starting to explore how to maximise the potential future students.

Members thanked C Hart for her report and looked forward to further reflections at the next Governing Body meeting. They asked her to continue to highlight areas that can be improved and report to the Committee at future meetings.

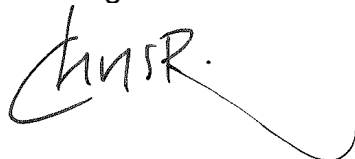
Action: C Hart

6 Complaints and Compliments report 2021-22 - Paper GBQTL22/318.

James Egan introduced the paper on complaints received, trends and themes for the previous academic year. J Mawby informed members that in the coming year compliments will also be captured and included in future reports.

The report noted a slight increase in volume on the previous academic year, but an overall decline over five-year period. This reflected the changes to the systems and resolutions where communications are now triaged to see if they can be dealt with before a formal complaint is made. This process has reduced

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the number of formal complaints by half this year, compared to when all communications received were immediately logged as formal complaints

Members noted the breakdown by area and requested that in future reports, any trends at department level are highlighted and data regarding how many complaints were unavoidable and how many were upheld are included.

Action: J Egan

Members thanked J Egan for the report.

7 College SAR – paper GBQTL22/319

Jim Mawby introduced the College SAR for 2021/22 which was provided as a draft for the Committee to note and discuss as required. He reminded members of the SAR process: video SARs, Directorate SARs and a validation panel.

Members noted the SAR had been through internal validation with Governor and external representatives and is undergoing suggested amendments from that process. A robust debate took place at this stage with many judgements discussed. It was decided that as 'Good' was a broad term, it would be useful to RAG rate the overall summary grades and members found this useful.

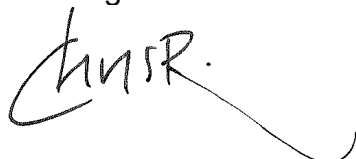
J Mawby summarised the discussion at validation by section to add context. Members of the Committee who participated in the process at various levels, agreed it was an improved and robust process and most useful for Governors. They thanked all staff involved.

Members suggested some small edits for J Mawby to review but fundamentally agreed with the validated document and noted the full assessment of College provision for Academic year 2021-22 was Graded 'Good' in all areas, but with recognition of ongoing challenges with (a minority of) student behaviours, and a decline in qualification outcomes on study programmes. They also noted the SAR is reflective of outstanding features with regard to external stakeholder engagement and student personal development.

Members noted that a comprehensive quality improvement plan would be created from the College SAR for the Committee to use when monitoring progress on key areas.

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Action: J Mawby

Members thanked J Mawby and his team for the report and **recommended** it to the Governing Body.

8 Apprenticeship Update – Paper GBQTL22/320

Jane Burtenshaw introduced the update and highlighted the full data on 2021/22 yearend achievement and 2022/23 recruitment since last reported:

- Reduction on the achievement rates for 2021/22
- Reduction in the planned recruitment for 2022/23

Members thanked J Burtenshaw for the update since the last report and noted the complexity and challenges around standards, end point assessments and working with employers, etc. They felt this could be a theme for a future call.

Action: Noted for call

9 KPI Targets – Paper GBQTL22/321

Jim Mawby introduced the KPI targets which had been circulated as draft outside the meeting, with comments noted. He noted that these are common across the sector. Members discussed and agreed the KPIs.

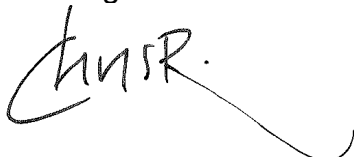
It was agreed the KPIs will be presented and agreed at the first QTL Committee of each academic year and used as a tool at subsequent meetings to enable QTL to monitor and assess the ongoing performance of the College in the quality of teaching and learning.

Members noted the percentages and discussed the balance between aspirational and realistic. They challenged whether the KPIs were consistent with the strategic and operational plans and were assured that all Directors have been involved in the production to ensure they are aligned with other key College documents.

Members asked for additional information to be included such as benchmarks where available, trends, comparison to last year's data to contextualise the indicators. It was agreed this would be amended, reviewed by the QTL Chair,

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and then circulated to members outside the meeting ready for populating and presenting at the next Committee.

Action: J Mawby/C Reeves

Members thanks J Mawby for the KPIs.

S Collier left the meeting

10 Enrolments Update 2022-23

Jim Mawby updated members on the current position. The College has met its ESFA allocation but was slightly below the College target. There had been an increase in 16 year-olds but a decline in 17 and 18-year-olds (in part due to last year's students not progressing onto further courses), impacted by the current economic climate and the need for students to gain employment.

Overall attrition passed the 42 days, was positive and improved on last year.

Members thanked J Mawby for the verbal update.

11 Safeguarding Policy Update - Paper GBQTL22/322

Marie Woolston informed members that she continues to meet with the team and the improvements are progressing.

Emma Mernagh informed members that the policy had been reviewed with minor updates to contacts and changes in legislation.

Members **approved** the Safeguarding Policy for **recommendation** to the Governing Body.

Action: C Reeves

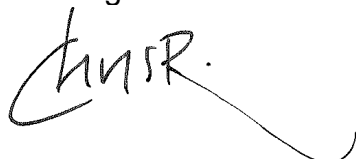
12 Feedback from Governors Informal Visits – Paper GBQTL22/323

Chris Reeves stressed the importance and usefulness of the Governors Informal Visits feedback and thanked Governors for taking the time to visit the College. He proposed a review of the feedback form to give Governors a steer on what to review when visiting without being too prescriptive.

The following visits were noted

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- Angela Woodhouse – Student Awards - 16/6/22
- Ade Orhiere – IT - 3/10/22
- Martin Cook – E&Ms – 3/11/22

Members noted the content of the forms and agreed some further guidance would be useful to enable triangulation of the information received at meetings but recognised their role was not to observe or make judgements.

It was agreed that more engagement with the College is taking place and not being captured formally. The QTL Chair, Clerk and Governing Body Chair will review the form and ways to ensure all engagement is captured.

Action: C Reeves/Clerk/ M Cook

13 Next Meeting agenda & call business/themes

The Chair will email members to ask for suggested themes but noted Apprenticeship for the January 2023 call.

14 Any Other Business

There was no AOB.

The agenda for the March 2023 meeting was noted. The Chair was keen for members of the Committee to contribute to the agenda setting and will email them outside the meeting.

Action: C Reeves

15 Date of the next meeting

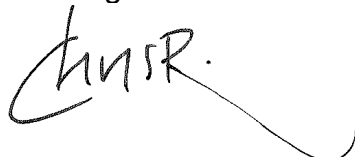
The next meeting of the QTL Committee is scheduled for Tuesday 7 March 2023 at 5pm on Teams.

16 Next Call date

The next call is scheduled for Tuesday 31 January 2023 at 5pm on Teams.

The meeting closed at 19.03

Chair's signature



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