

Minutes of a Meeting of the Quality and Standards Committee

Venue: Conference Room, Tyne Metropolitan Campus

Date: Wednesday, 1st November 2017

Time: 4.00 pm – 5.32 pm

Present: Malcolm Grady (in the Chair)
Colin Seccombe
Lindsey Whiterod

Apologies: Gary Holmes
Martin Hottass

In Attendance: Mr N Longstaff (Director of Governance)
Mrs M Oram (minutes)
Bill Midgley
Gary Hindmarch
Audrey Kingham
Alison Maynard

Item	Issues	Action
1.	<p>Apologies for Absence</p> <p>The Committee approved apologies for absence received from those identified above after having first considered the reasons for their absence.</p>	
2.	<p>Declaration of Interests</p> <p>The Chair reminded members to declare any conflicts of interest as they arose on the agenda.</p> <p>The Chair welcomed members to the first meeting of the Quality and Standards Committee for Tyne Coast College and explained that the committee meets twice a year to look at quality and standards across the College.</p> <p>Bill Midgley was welcomed to the meeting.</p>	
3.	<p>Draft College Self-Assessment Report 2016-17</p> <p>Confidential item.</p>	
4.	<p>Quality Policy (Tyne Coast College)</p> <p>Members were informed that the policy had been updated to make it fit for purpose. The changes mainly covered post titles and lines of responsibility.</p>	

	<p>The question was asked whether the policy had been for the College as a whole? Yes.</p> <p>Q. Would it be uploaded to the TCC website? Yes, once the meeting had been held with Unions it would be published with TCC branding.</p> <p>Resolved: That the Committee approve the Quality Policy but that it be an addendum to the minutes to ensure it was noted by the full Board.</p>	NL
5.	<p>Curriculum Strategy – update on plan</p> <p>Confidential Item.</p>	
6.	<p>Equality and Diversity Objectives 2017-18</p> <p>The purpose of the report was to inform the Committee of the approach and work underway to address equality objectives across Tyne Coast College. The report outlined the objectives of TCC to support our commitment to equality and to meet the requirements of the Equality Act 2010.</p> <p>The query was raised as to when Ofsted come to inspect the College what was planned for looking at the makeup of the Board? It was explained that this was covered within the governors’ succession plan and governor development plan. It was noted that E&D was always a factor when looking to fill a vacancy.</p> <p>The Chair asked whether there was any mileage in inserting in part 1-7, the role of Governing Body? Agreed this could be done.</p> <p>Q. Where does 19+ get exposure to? AM will look at this and cover adults in the scheme.</p> <p>Resolved: That the Committee agree to receive the report and accept the document subject to the changes described above.</p>	AM AM
7.	<p>Report on ISO Standard</p> <p>The purpose of the report was to update the Committee on current processes and internal audit findings within South Tyneside College and to agree that the ISO system could aid commercial activities at the TyneMet Campus.</p> <p>The Committee were advised that the system included all provision not covered under Ofsted or HEFCE, focused on commercial operations and training activities.</p> <p>It was noted that the College had successfully completed the transition from the ISO9001:2008 to the new ISO9001:2015 standard, with no nonconformities.</p> <p>Internal audits were undertaken that identified improvement opportunities before they became issues for clients. Four improvement opportunities had been identified one of which had been identified as a non-conformity to our</p>	

	<p>own processes. The expansion of these processes to TyneMet in Engineering was proposed for completion in November 2019. Expansion of ISO to TyneMet would be around a 25% increase to costs.</p> <p>It was asked whether commercial activities were necessary and an advantage? An advantage, if the College did not have the ISO standard it would not be able to tender for some contracts.</p> <p>Resolved: That the Committee received the report and approved the expansion of ISO to TyneMet College.</p>	
<p>8.</p>	<p>Compliments and Complaints Annual Report 2016-17 (covering STC/TM/SSMS)</p> <p>The purpose of the report presented to the Committee was to inform members of the level of complaints received and to confirm all had been dealt with according to the College policies. Both colleges had a duty to receive and deal with complaints from students and clients. The two campuses had differing complaint processes in 2016/17 and this had already been drawn together as part of the on-going harmonisation process. It has been suggested to change to the TyneMet format. An explanation of the tables was given.</p> <p><u>South Tyneside College</u></p> <p>Received 14 complaints from September 2016 to August 2017 compared to 21 received over the same period last year. None of the complaints were raised to stage two of the process. Three compliments were received during this period compared to 4 in 2015/16.</p> <p><u>Tyne Metropolitan College</u></p> <p>Analysis of the complaints received in year shows that 7 related to course delivery issues (10 in 15/16), 3 to provision of services (3 in 15/16) and 4 to alleged unfair treatment (3 in 15/16). All of the complaints had now been resolved, 11 at the first formal stage and one at appeal. One of the complainants was unhappy with the outcome of the College's final response and had indicated the intention to refer it to the Independent Review stage. As yet no action had been taken. One compliment had been received; the downward trend was attributed to the lack of recording rather than a reduction in service levels.</p> <p>The query was raised as to what kind of complaint was included in these figures? It was explained that the main complaints were parking, price of sandwiches etc. If the complaint was received in writing it would be classed as a formal complaint.</p> <p>It was asked whether anything from the complaints needed to be escalated up to Board? It was commented that if there was a need it would be. Complaints were discussed at SEG for resolution and if appealed they would be dealt with by LW.</p>	

	<p>Q. Is there any kind of trend? This is being looked at as a group. Stages within the complaint procedure were outlined.</p> <p>Q. If the complaint escalated to Chair should this be reported to Board? Yes for information.</p> <p>The Chair commented that in terms of balance, that complaints outweighed compliments? It was reiterated that, as an organisation, the College was poor at recording compliments and thought needed to be put into how these could be captured and recorded.</p> <p>Q. Is there a good feedback loop? 'You Said' posters were used and staff were looking at how this could be covered from a marketing point of view.</p> <p>Resolved: That the Committee agree to receive the report and acknowledge the information presented.</p>	
<p>9.</p>	<p>Any Other Business.</p> <p>None.</p>	
<p>10.</p>	<p>Identification of Confidential Items</p> <p>Resolved: That the following matters are to remain confidential:</p> <ul style="list-style-type: none"> • Item 3 – Draft College Self-Assessment Report 16-17 • Item 5 – Curriculum Strategy 	
<p>11.</p>	<p>Date and Time of next meeting</p> <p>Wednesday 7 February 2018 at 4.00 pm at STC site.</p>	

Signed

Date