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| **FOR DISCUSSION/INFORMATION** | | | |
| Meeting:  **Curriculum, Student Affairs and Outcome Committee** | | | |
| Presented by | **Jennifer Lowe** | | |
| Author/Contact | **Jennifer Lowe** | Department / Unit | **Executive** |
| Date Created | **15th May 2023** | Telephone | **Ext 7265** |
| Appendices Attached | **New College Lanarkshire – Complaint Quarter 3rd Report.** | | |
| Disclosable under FOISA | | **Yes** | |

1. **PURPOSE**

To provide an update on quality assurance/enhancement and learning and teaching activity within the College.

1. **BACKGROUND**

Report provided to CSAO updates on the main activities since the last report in 6th February 2023.

1. **DETAIL**

The report includes updates on:

* 1. Education Scotland Progress Visit Report
  2. Promoted Posts to Support Highly Effective Learning and Teaching/Student Engagement
  3. Development following the HM Education Scotland Progress Visit
  4. Staff Development Academy
  5. Complaints Handling and Reporting
  6. College Updates

1. **STRATEGIC IMPLICATIONS**

The Board retains an overview of NCL activity.

1. **RISK**

N/A.

1. **FINANCIAL IMPLICATIONS**

Inability to achieve targets could result in loss of income to New College Lanarkshire.

1. **LEGAL IMPLICATIONS**

There are no legal implications.

1. **WORKFORCE IMPLICATIONS**

There are no workforce implications.

1. **REPUTATIONAL IMPLICATIONS**

There are no reputational implications.

1. **EQUALITIES IMPLICATIONS**

There are no equalities implications.

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| **CONCLUSIONS/RECOMMENDATIONS**  CSAO is asked to note the information contained in this report and raise or discuss any issues. |

**Detail from Summary**

* 1. **Education Scotland Progress Visit December 2022**

**Education Scotland Progress Visit Report**

NCL received the Education Scotland Progress Visit Report on the 18th April 2023 (Appendix 1). The outcome of the visit ‘highlights that the college has made satisfactory progress in a number of areas, with further progress required to improve outcomes for learners.’

* 1. **Education Scotland Progress Visit Action Plan**

**The Progress Visit Action Plan**

The Progress Visit Action Plan is in development and will focus on ways to improve student recruitment, retention, attainment and quality enhancement.

* 1. **Development following the HM Progress Visit** 
     1. **Curriculum Review – Spotlight on Curriculum**

**Spotlight on Curriculum**

Heads of Department (HoD) and Academic Leaders (ALs) have engaged in departmental Spotlight on Curriculum meetings where KPIs in AY 2022/2023 was discussed. This included:

* Weaknesses: planned activity, target setting, recruitment to target and early and further withdrawals;
* Curriculum planning for AY 2023/2024: courses which may no longer feature in the department’s curriculum offering; sustainability of courses which have under-recruited; sustainability of courses with poor KPIs; new/updated curriculum proposals, regional workforce planning and strategic regional priorities, modes of delivery;
* Credit recovery: parallel programmes; January start programmes; short courses; new courses planned in January 2023; any other activity;
* Retention: early withdrawal rates have contributed to the department’s credit shortfall, and further withdrawals will impact negatively on recruitment for AY2023/2024. Please outline measures which have been put in place to retain existing students and ensure maximum success.

Minutes and action plans following each meeting are available to support action planning for improvement.

* + 1. **Curriculum Review – Curriculum Delivery Planning for AY 2023/2024**

**Interim Curriculum Delivery Planning for AY 2023/202**

Interim curriculum delivery planning for AY 2023/2024 meetings involving the HoD, ALs and the Executive Board are concluded. Discussions have focused on target setting, North Lanarkshire’s Workforce for the Future Strategic Priorities to support the delivery of a vibrant, future focused curriculum.

* + 1. **Sharing of Best Practice**

**Sharing Best Practice**

Deans and the Assistant Registrar: Quality have visited Colleges that were recommended by Barbara Nelson (NCLs HMI College contact). The purpose of the visits is to identify areas of best practice to support retention, recruitment, attainment, quality enhancement and to improve practice.

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| **College/Contact** | **NCL staff member** | **Areas of best practice** |
| Dundee and Angus | Morag Ferguson and Sian Worthington | Professional Learning |
| Perth College UHI | Ronnie Gilmour and Allan Forsyth | Improving KPIs |
| UHI Inverness | Sandra McLoughlan, Dean for Student Recruitment and Success  Barry Skea, Dean for Learning and Teaching  Lorraine Cowan, Assistant Registrar: Quality | Quality Systems  Innovation in Learning and Teaching |

**1.3.4 Quality Enhancement through the Learner Voice**

**Unit Feedback**

A revised approach towards unit feedback is being developed. This will be student led and will support action planning for improvement and inform quality enhancement. Unit evaluation will take place following the delivery of each unit/module. The Assistant Registrar for Quality and Deans’ have agreed this is a positive way forward.

* + 1. **Spotlight on Quality**

**Spotlight on Quality**

HoD and ALs are engaging in a Spotlight on Quality session with the Assistant Principal for Education and Student Success, the Dean for Learning and Teaching and Assistant Registrar: Quality. The Spotlight meeting is a ‘game of two halves.’ The first is to ensure academic teams are compliant with quality assurance processes to support the scheduled SQA Systems Verification Audit in October 23. The second involves frank discussion and consultation around current quality enhancement (QE) practices. The propose of the consultation is to modernise QE, gain staff buy-in, simplify how we work and ensure purposeful evaluation is in place to action plan for improvement.

**1.3.6 Development of an Education Strategy**

**Education Strategy**

NCLs Education Strategy is being developed on consultation with students and academic and professional services staff and students from across NCL.

**1.3.7 Development of Qualifications to Support Innovation in Learning and Teaching**

**Qualifications to Support Innovation in Learning and Teaching**

Development of a Level 6 NCL PDA in Learning and Teaching is underway to support new and early entry academic staff to engage with learners and participate in innovative learning and teaching methodologies.

Development of a SCQF Level 9 qualification is underway to support staff members who have achieved TQFE and need to refresh their learning and teaching skills. This qualification will include innovative approached towards; learning and teaching, assessment and student feedback.

**1.3.8 Development of Unit to Support Academic Staff to Unit Write**

**Unit Writing**

A recurrent theme raised by staff at the Spotlight on Curriculum was concerns that staff had with some units within frameworks being dated and not fit for purpose. NCL has experience of unit writing and gaining SCQF accreditation. This unit will support academic staff to engage in this process.

**1.3.9 Action Planning for Student Recruitment**

**Action Planning for Student Recruitment**

NCL held two very successful in person open days in March to engage the community and raise awareness of the expansive curriculum offering. Here, there was an opportunity to meet lecturing staff, have a go and get a feel for the college community.

HoD and ALs are participating in meetings to share ‘keeping it warm’ ideas and initiatives to support student engagement from point of application to enrolment. These meetings are led by the Dean for Student Recruitment and Success. Examples of some of the initiatives include; save the date; have a go; summer school and setting up for success.

**1.3.10 Launch of NCLs Recruitment and Admissions Centre**

**Recruitment and Admissions Centre**

NCL will launch a recruitment and admissions centre at the Motherwell campus in May 2023. This one- stop-shop will be at the heart of Motherwell campus offering immediate attention and support from professional services staff to break down barriers’ students may have whilst studying at NCL.

**1.3.11 Social Space in the Engineering Block at the Motherwell campus**

**New Social Space**

A café style social space is now in place within the Engineering block at the Motherwell campus. This was commissioned in response to requests from automotive, construction and engineering students that their breaks were shorted resulting from having to go to the main campus building at break times to purchase and consume food.

* 1. **Staff Development Academy**

**Staff Development Academy**

Staff across the college are engaged in a range of professional learning short courses e.g. Excel for Everyone and Nurturing Neurodiversity at NCL. Both programmes are being delivered in partnership with an academic department and there are approx. 100 staff enrolled on each.

Across 2022/2023, the SDA have co-ordinated and delivered a “Support and Development Programme” for Academic Leaders. There is consulting with this staff group to co-create a 2023/2024 programme.

**Professional Development Discussions**

In response to staff feedback we launched the 2022/2023 Professional Development Discussions cycle early this year – in February. Across January and February all line managers were invited to attend a “Facilitating Brilliant PDDs” session with a focussing on ensuring that every PDD is a high quality, meaningful discussion.

* 1. **Complaints Handling and Reporting**

**Complaints Handling and Reporting**

There were 17 formal complaints received in Quarter 3 of 2022/2023. All were satisfactorily responded to within the College Complaints Procedures required by the Scottish Public-Sector Ombudsman (SPSO) timeframes. Lessons learned from these complaints have been discussed and actions agreed with the departments and professional services teams involved (see Appendix 2).

* 1. **College Updates**

**Academic Standards, Planning & Monitoring**

An Academic Standards, Planning & Monitoring meeting was held on 27th April, a further meeting scheduled for 11th May 2023.

**Turing**

A total of 81 students and 12 staff will benefit from Turing opportunities in AY 22/23. Here visits are planned for Spain, Italy, USA, Canada and France.

**Degree Programmes**

The University Centre based at thee Cumbernauld campus was established in August 2022, opening with degrees in 3 curriculum areas: Computing, Business and Music.

**AY23/24**

A new degree programme will be piloted in the University Centre next year in Filmmaking and Script Writing.

**Further Degree Developments for 2024**

Graduate Apprenticeship in Data Science in partnership with North Lanarkshire Council and other organisations. Initial conversations have taken place with UWS with a view to launching this in August 2024.

BA Integrated Health and Social Care: approval is being sought from UWS to deliver this three-year degree programme from August 2024.

BA Social Science: discussions are underway for a projected August 2024 start date.

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