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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 | **7th February 2023** | Telephone | **Ext 7265** |
| Appendices Attached | **New College Lanarkshire – Complaint Quarter 2 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 14th November 2022.

1. **DETAIL**

The report includes updates on:

* 1. Education Scotland Quality Assurance arrangements
  2. Dean for Learning and Teaching
  3. Spotlight on Curriculum
  4. Staff Development Academy
  5. Complaints Handling and Reporting
  6. College Committee 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**

The Education Scotland College HMI Progress Visit (PV) took place on 14th, 15th and 16th December 2022. The College received a satisfactory outcome with areas for development.

Dental, Health and Social Care, Sport and The Lanarkshire Institute of Science and Technology are being considered for an Education Scotland College HMI Highly Effective Practice award.

Barbara Nelson will continue as the Colleges Education Scotland College HMI contact she will be assisted by Jacqui McClelland.

* 1. **Dean for Learning and Teaching**

Interviews for the Dean for Learning and Teaching will take place on 8th February 2023. The Dean will be responsible for advocating for exceptional learning and teaching provision that supports student success and securing outstanding partnership arrangements that include external organisations that participate in work based and professional learning.

* 1. **Spotlight on Curriculum**

Academic Heads of Department, and their teams will attend Spotlight on Curriculum meeting commencing 6 February to discuss the planned activity for AY 22/23, target setting, recruitment to target and early withdrawals.

* 1. **Staff Development Academy**

The College continues to focus on Staff Development supporting and delivering professional learning infrastructure and activities.

**Staff Development Activities**

The SDA has developed, in collaboration with the academic departments, a targeted portfolio of short courses for the college community. These include a suite of programmes aligned to:

* Investing in NCL’s wellbeing;
* Offer professional advancement opportunities at NCL;
* Digital NCL.

The second cohort of “Leading NCL’s Future” have completed the initial two-day leadership development programme. The cohort members include individuals in “Head” positions across academic and professional services. Both cohorts were brought together at the end of January and Action Learning Sets created. This is a methodology that can be used to support thinking, problem solving and cross-college peer support networks.

The SDA continues to deliver a “Support and Development Programme” to Academic Leaders across 2022/2023. Monthly sessions are being delivered that align to the activities of the academic planning calendar. In addition, there is a focus on providing opportunities to develop team, leadership and management skills.

**Professional Development Discussions**

Across the last few months we have engaged with staff – via online feedback sessions, an all staff questionnaire and in-meeting discussions – about their experiences of the 2021/2022 PDD process. Overall the feedback received has been very positive. Reflecting this we have only needed to make very minor edits to the form and have updated the process for submitting it. In addition, staff asked us for more guidance and to address this we have produced comprehensive supporting documents for both staff and line managers.

Since we returned from the festive break, the Staff Development Academy have been running “Facilitating brilliant PDD” workshops for line managers. To date approx. 70-line managers have attended these and additional sessions will be offered to ensure all line managers have the opportunity to access this supportive workshop across the PDD cycle.

The PDD cycle for 22/23 was launched on 02/02/23.

**1.5 Complaints Handling and Reporting**

There were six formal complaints received in Quarter 2 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 1).

**1.6 College Committee Updates**

**Learning and Teaching**

NCL are working in partnership with the Casablanca Chamber of Commerce to offer an internationally recognised one-year Advanced Certificate course in Business. This qualification provides either a direct route to the Advanced Diploma in Business or a degree programme at a Scottish University or a pathway to employment. The first cohort is due to commence August 23.

**Academic Standards, Planning & Monitoring**

Held on 2nd February 2023 next meeting scheduled for w/c 20th April 2023.

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| **Sustainability Group**  Public Bodies Climate Change Report was submitted in 30th November 2022.   * Completion of the Sustainability returns to Public Bodies Compliance with Climate Change Duties 2022. * Temperature monitoring and regulating across campuses to decrease usage and increase efficiency. * Communicating warm spaces. * Stopping the use of single use plastics. * Student communications on energy saving initiatives. |

**Appendix 1**

**Complaints Handling Report – November 2022 to January 2023**

| **Performance Indicator** | **Result** |
| --- | --- |
| Total Complaints Closed | 5 |
| Total Complaints in Progress (Excluded from reports until closed) | 1 |

| **Frontline Stage (1) (Closed Complaints)** | **Result** | **%** |
| --- | --- | --- |
| Complaints considered at the front-line stage | 5 83% |  |
| Complaints closed at the front-line stage within 5 working days | 4 66% |  |
| Complaints where an extension to the 5 working day time line has been authorised | 1 17% |  |
| Number of complaints upheld at the frontline stage | 0% |  |
| Number of complaints not upheld at frontline stage  Number of complaints partially upheld | 1 17%  4 66% |  |
| Average time in working days to resolve complaints at the front-line stage | 9 days |  |

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| --- | --- |
| **Investigation Stage (2) (Closed Complaints)** | **Result** | **%** | |  | |
| Complaints considered at investigation stage | 1 17% |  | |  | |
| Complaints at the investigation stage and resolved within 20 working days | 0% |  | |  | |
| Complaints where an extension to the 20-working day timeline has been authorised | 0% |  | |  | |
| Number of complaints upheld at the investigation stage | 0% |  | |  | |
| Number of complaints not upheld at frontline stage | 0% |  | |  | |
| Average number of working days to resolve complaints at the investigation stage |  |  | |  | |
|  |  |  |  | |  | |

 Complaint 1767 Stage 2 currently open, due resolve date is 20/02

| **Referred to SPSO** | **Result** |
| --- | --- |
| Total Complaints Referred to SPSO | 0 |

**Lessons learned themes:**

* Discussion required with senior managers to deter the misuse of disabled parking bays on all campuses;
* Ensure methods to raise complaints are understood;
* Students to be advised in advance if support cannot be provided.