



**Agenda: NCL Board Curriculum, Student Affairs and Outcomes (CSAO) Committee
19th May 2026 12.30 pm – Motherwell Campus on line Via Teams**

- 1. Chair's welcome**
- 2. Apologies for absence**
- 3. Declarations of Interest**
- 4. Minute of CSAO Meeting 16th February 2026 (FA)** **Minutes Posted**
- 5. Matters Arising (FI)**
 - 5.1 Green Skills Gap and Brain Health Initiative with SP** **Verbal Update – CM**
 - 5.2 Retention Rate in Construction Programmes** **Verbal Update – NM**
- 6. Student Association (SA) Report (FI)** **Verbal Update - DP**
- 7. SEAP Progress Update** **Verbal Update – JL**
- 8. Themes and Project Showcase – (FI)** **Paper Posted – JL**
 - 8.1 HMle External Review of Modern Apprenticeship Delivery by NCL – A Report by HM Inspectors dated 21st April 2026** **Paper Posted – JL**
 - 8.2 Response to HMle MA Report – Appendix 2**
- 9. Committee Updates (FI)**
 - 9.1 Strategy 2030 – Implementation and feedback** **Verbal Update – ES**
 - 9.2 Students, Education, Learning and Teaching Update** **Paper Posted – JL**
 - 9.3 Developing the Young Workforce and Undergraduate School** **Paper Posted – NM**
 - 9.4 Recruitment Tracking 26-27** **Paper Posted - NM**
 - 9.5 Complaints Report** **Paper Posted – JL**
 - 9.6 College Leaver Destinations** **Paper Posted – JL**
 - 9.7 NCL News Spring 2026** **Paper Posted - JL**
- 10. Approval of Publication of Committee Papers (FA)** **Verbal report – BS**
- 11. AOB**
- 12. Date of Next Meeting of the New College Lanarkshire Board: The scheduled date for the next meeting is Monday 31st August 2026 at the Coatbridge Campus and on-line.**

FA = For Approval FI= For Information; *= non – disclosable item # = published on SLC website ~ = for future publication

Key Abbreviation: NM= Nicola Mulholland, CM = Christopher Moore, JL= Jenifer Lowe, DP = Delphi Parker, Student President NCL, BS = Board Secretary, RG – Ronnie Gilmour; ES = Elliot Scott



**Minute: NCL Curriculum and Student Affairs and Outcomes Committee (CSAO)
12.30 16 February 2026 via Teams**

Present: Barbara Philliben (Interim Chair), Christopher Moore

Apologies: Elizabeth Arogbofa, Fraser Hailey, Chelsea McCue (NCL Student Association and Wellbeing Volunteer), Delphi Parker, Joanne Rosie

In attendance: Jennifer Lowe, Ronnie Gilmour, John O'Hara, Nicola Mulholland, Elliot Scott, Ronnie Smith, Diane McGill, Penny Neish

1. Chair's welcome

Barbara Philliben (BP) opened the meeting and advised that she was deputising for Dave Winning who was currently on leave.

NB: Diane McGill advised that there had been a number of changes to the membership of the CSAO including vacancies for a teaching staff representative (a College election is being organised) and following the recent retirement of Eileen Imlah, the nomination of a teaching staff union representative is awaited from EIS-FELA. Together with other absences for a range of reasons, meant that this meeting of the CSAO was not quorate and any decisions therefore would require to be put to the full Board for ratification.

2. Apologies for absence

As noted above.

3. Declarations of Interest

Jennifer Lowe declared that she is the Chair of the Cumbernauld Nursery Board.

4. Minute of the CSAO meeting 10 November 2025

The minute was agreed.

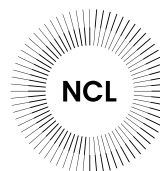
Action: Jennifer Lowe (JL) undertook to provide a copy of 'Strategising for Success' to Diane McGill for circulation to members of the Board.

5. Matters arising:

- 5.1 Green Skills Gap:** Christopher Moore (CM) reported that he had met with representatives of several ScottishPower (SP) teams in his recent meeting facilitated by Joanne Rosie. The SP representatives were keen to consider developing a relationship with NCL; they were particularly interested in the Business Leadership degree through the Learning Well and will take this information into the next cycle of SP development from Easter onwards. Jennifer Lowe will follow this up with SP.

At the meeting SP also showed interest in the Brain Health initiative at NCL and recognised the possibilities around this. The whole area of health and wellbeing was of interest to the extent that it was agreed to reconvene the meeting with NCL to look at doing a pilot with SP staff using the brain health module.

CM commented that this was an excellent opportunity for the College to develop a relationship with a company who were used to working with universities for their graduate requirements.



BP welcomed CM's report and said that she hoped there would be an update at the next meeting of the CSAO.

Action: CM/JL to update the CSAO at its next meeting.

- 5.2 Update: Strategising for Success:** Elliot Scott (ES) advised that the first meeting with Heads of Academic departments were scheduled for the coming week. These meetings will help with the setting of each academic department's strategy to 2030. JL commented that the paper 'Strategising for Success' was a key driver to enable departments to write their own strategy with a view to improving student success. The paper encourages academic leaders to address key performance outcomes.

BP welcomed this development and said that sight of the document would be very useful for the CSAO. Diane McGill will circulate the document (*see item 4 of this note*).

Ronnie Smith joined the meeting.

- 6. Student Association Report:** Delphi Parker had sent her apologies for this meeting. In her paper, the Student President raised a student-related issue. After a short discussion it was agreed that the Principal would take this forward. The CSAO noted the activities and updates covered in the report.
- 7. SEAP:** NCL's submission to SFC had been made by the closing date. SFC had anticipated giving feedback in January but to date none has been received and there has been no indication of when feedback can be expected.

NCL has appointed a Director of Quality who will focus on measuring quality internally.

In response to a question from BP, JL advised that external colleagues are also involved in this exercise.

8. Themes

Brain Health: JL said that this initiative has had a positive impact:

- Alzheimer Scotland is running an event for Board members and senior staff on 24 February in Motherwell;
- To date, through the Staff Development Academy, over 440 staff and 2000 students have completed the module;
- The Open University is interested in developing a Brain Health unit;
- A suite of Brain Health units has been developed to enhance the Health and Social Care curriculum (details in JL's paper for item 8.1)

Women's Health Plan

Launched by the Scottish Government in January 2026, the Women's Health Plan marks a significant step forward in addressing long-standing health inequalities.

With Women and Brain Health identified as a strategic priority, NCL has responded by developing an SCQF credit-rated module, providing high-quality, nationally recognised learning to drive meaningful change.

BP commented on the extent of the work being undertaken by JL and her team and expressed her thanks.



9. Committee Updates

9.1 Strategy 2030 - implementation and feedback

ES updated the CSAO on the progress of the events and roadshows which have taken place recently across the main NCL campuses. He advised that these had been well attended. Next steps include meetings with academic heads again to start developing the detail of their plans. This will be an ongoing process. He thanked colleagues for their support.

BP thanked ES and commented on the fast pace of this project.

9.2 Students, Education, Learning and Teaching Update

JL spoke to her paper and highlighted 3 major campaigns which, under Strategy 2030 are driving student outcomes:

- Prepared for Work, Ready for Life Campaign to develop work-ready graduates;
- Teach Less, Learn More Campaign investing in teaching improvement to maximise student learning;
- You Belong Here Pledge.

Performance Accountability has a focus on:

- Targeted interventions and continuous improvement actions, informed by themed SWOT analysis;
- Course Assessment Panels which provide robust in-year monitoring of learner progress, enabling early identification of risk and prompt, targeted action planning.

Education Scotland

The NCL Education Scotland review of Modern Apprenticeships (MAs) took place from 9 to 13 February 2026. A team of 10 reviewers engaged with staff involved in the delivery of MAs, as well as employers and apprentices, as part of the review process.

BP asked if there was any initial feedback or a timescale for the publication of the report. CM advised that NCL would see an initial copy of the report to enable the College to check for accuracy, following which the final report would be published. The CSAO agreed that the final report should be received by the CSAO in the first instance and go to the full Board in June. Ronnie Smith (RS) said that he was keen to invite Education Scotland to the June Board to give NCL the opportunity to make a strong response to the report as it will be the first in the new model.

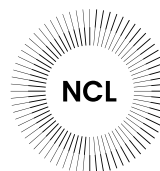
BP said she would be interested to see the final report especially since this is a new inspection model.

Action: DMcG to invite Education Scotland to the Board meeting on 8 June 2026 to present their report.

9.3 Developing the Young Workforce and Undergraduate School Update

Nicola Mulholland (NM) spoke to her paper and highlighted:

School-College partnership: There has been a 28% increase in students enrolled on vocational programmes in S3-6 vocational programmes for 2025/2026, however, there has been an additional six classes added to this provision. Current retention is 91%, which is a 1%



improvement on this time last year. NM said that aims to keep retention above 80% for this year.

HNC Schools Pathway: There has been an increase in the number of enrolments this year by 15 pupils, mainly due to the addition of two new pathways in Business and Social Science. Cyber Security has reduced numbers enrolled by three pupils and there has been a significant dip in the numbers for CADD, which is now a two-year trend. Current retention is 97%; a 5% increase on this time last year.

All HNC pathways have either hosted or are going to host a parents' evening in the current weeks to promote progression pathways, particularly on to Y2 degree programmes in Cyber Security and Business. The overall applications from our HNC Schools Pathways are at 13 to date.

Foundation Apprenticeships: There has been a significant reduction in average class size in the Construction classes, with only four out of five classes recruiting to target. Overall retention for Foundation Apprenticeships is 85%, which is the same as this time last year.

NCL will continue to include its Foundation Apprenticeships Programmes in the Apprenticeship Awards to celebrate Scottish Apprenticeship Week. There will be one winner awarded Apprentice of the Year for each framework the College delivers.

Gradu8: South Lanarkshire Council (SLC) has expanded its provision and the pupils are well supported by the Gradu8 team whilst they are in College. Class sizes vary in numbers and discussions are underway with SLC regarding this and, perhaps, reducing multiple classes in some subject areas.

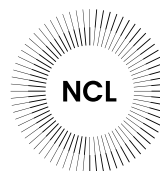
BP asked NM to clarify the points made in para 6.4 of her report on the retention rate in the Construction programmes. NM agreed to revisit this paragraph.

Action: NM to revisit para 6.4 in her report for clarification.
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BP commented on the range of work NM is undertaking with the School-College programme and thanked NM and her team. There was a brief discussion on the different way in which South Lanarkshire Council works and the effect that could be having on the reduction in course numbers, such as different school day finishing times making it difficult for NCL to schedule classes. NM emphasised the need for courses to be seen as additional and not a duplication of courses which schools can offer.

Undergraduate School Update: NM said that the UG School continues to do well and gave the example of the link with the Robertson Trust which had approached the UG School to partner with them to pilot a new type of scholarship that they were launching to support individuals who complete a degree within a College setting. 12 Undergraduate School students were successful in their application to receive a new Articulation Scholarship which means that these students will get an additional £4k of funding for the remainder of their degree journey, as well as the wrap around support from the Robertson Trust.

Awards: Mark Anderson, a graduate of the Undergraduate School BA school won the prestigious University West of Scotland Court Medal for their 'outstanding performance' in the BA in Business & Sustainability. The Court Medal is the highest academic honour bestowed by



UWS, and it recognises 'exceptional achievement and dedication throughout an undergraduate degree'.

2026/2027 Recruitment: Some programmes have already exceeded their recruitment target, while others have still to begin recruitment. There are a few programmes that are a cause for concern. Additional capacity within the Brand team means that there are campaigns underway focusing on these vulnerable areas such as: Social Science, Collaborative Health and Social Care and Business Enterprise and Marketing. In addition, there is some market research being undertaken in to alternative modes of delivery for both Dental Nursing and Collaborative Health and Social Care to support in-work attainment of these to these degree pathways.

BP remarked on the speed of growth of the UG School and thanked NM for her positive report.

9.4 Complaints Report

JL spoke to her paper and drew the CSAO's attention to the examples of the 'lessons learned' section. JL explained that it was her intention to collect and analyse this data over a period of 3 years to enable NCL to generate a plan for improvement.

BP commented that it was helpful to have a 3 year scope for this to identify areas for action.

9.5 Initial Perception Study

JL spoke to Ann Baxter's paper and acknowledged the amount of work AB had undertaken to produce this report. The data is extremely useful and will form the basis of future projects, especially those in relation to student retention.

10. CSAO Committee Business:

- 10.1 Terms of Reference:** Diane McGill (DMcG) reported to the CSAO that the Committee's terms of reference had been updated to reflect the dissolution of the RSB, consequently all reference to the assigned College/South Lanarkshire College, had been removed. No other changes had been made.

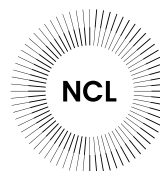
The CSAO approved the updated Terms and Conditions which will now go to the full Board for ratification.

Action: DMcG to put on the agenda for the NCL Board of Management meeting on 16 March 2026.

- 10.2 External evaluation review 2025 and the approach to self-evaluation 2026:** DMcG spoke to her papers and summarised the process undertaken in previous years. This had mainly comprised circulating questionnaires to Board members for completion and return for analysis. This process had proved time consuming and less than satisfactory for a number of members of the Board. This year, DMcG said that, in an effort to take a lighter touch, the Committee self-evaluation would take the form of a short discussion at the end of each of the respective committees.

Members agreed that in-person meetings were more likely to provide better quality discussion and since the current meeting of the CSAO was online only and not quorate that the self-evaluation discussion should be re-arranged to take place immediately prior to the next meeting of the Board in March.

Action: DMcG to schedule the CSAO self-evaluation discussion immediately prior to the meeting of the Board in March.



Board Development Plan

An updated version of the Board Development Plan had been circulated to members. The Plan now incorporated recommendations made by the External evaluator last year. The CSAO noted the updated Plan.

11. Approval of Publication of Papers

- i) Agenda of the meeting 16 February 2026
- ii) Minutes of the meeting of 10 November 2025
- iii) DYW and Undergraduate School Update
- iv) Complaints Report
- v) Initial Perceptions Study
- vi) Terms of Reference of the CSAO Committee
- vii) External Evaluation Review 2025
- viii) Approach to Self-Evaluation 2026
- ix) Board Development Plan
- x) Colleges Scotland Briefing note on Tertiary Education

12. AOB

Colleges Scotland Briefing on Tertiary Education and Training (Funding and Governance) (Scotland) Bill January 2026:

RS said that this was a useful summary of the position but that further processes, such as Parliamentary Committees, were required. With regard to amendment 112 as set out in the document, CM said that NCL would continue to support students with learning difficulties and disabilities. NCL was not willing to demit from its obligations in this area. RS said that the headline in the document may be misleading and that more information was required on the intent of this amendment.

Chair of the CSAO: RS advised that Dave Winning's term as a Board member of NCL had ended and for personal reasons had decided not to re-apply. RS had asked BP to stand in as Interim Chair of this meeting of the CSAO, to which she had agreed, and nominated her to take on this role full time. He advised that DMcG would write to the full Board outlining this situation which did not preclude others volunteering to undertake this role; in the interim BP would be Acting Chair of the CSAO. The new CSAO Committee Chair will be confirmed by the Board at its meeting on 16 March.

DW was also **Vice Chair of the NCL Board of Management**, and this too will be addressed at the Board meeting in March.

DW has been invited, and has accepted, RS' invitation to attend on 16 March. This will enable members to thank him for his contribution to the CSAO and Board.

RS thanked BP for stepping in to Chair today's meeting.

Action: DMcG to advise the Board that DW has stepped down and that therefore a new Vice Chair to the Board, and a new Chair of the CSAO Committee will need to be appointed.

13. Date of next meeting: the next meeting of the CSAO will be held on **Monday 11 May 2026** at 12.30 at the Motherwell Campus and via Teams.



Students, Education, Learning and Teaching Committee Update

Committee are developing three new campaigns aligned to Strategy 2030:

- Prepared for Work, Ready for Life;
- Teach Less, Learn More;
- You Belong Here.

Prepared for Work, Ready for Life Campaign

Aims to develop work ready graduates by:

- Providing meaningful placements that build student confidence, competence and career readiness;
- Connecting students with alumni/mentors for guidance, insight and professional support;
- Partnering with industry experts to share current trends and essential 21st century skills;
- Collaborating with employers to align programmes with real industry needs and future workforce demands.

Teach Less, Learn More Campaign

We will invest in teaching improvement to maximise student learning by:

- Adopting a “Teach Less, Learn More” approach to transform teaching practice, fostering deeper learning and meaningful student engagement;
- Establishing an Education Innovation Hub as a catalyst for transformative teaching driving creativity, collaboration and the exchange of bold ideas that reimagine pedagogy and elevate the learning experience;
- Promoting industry placements for staff across partner organisations, enabling educators to engage with emerging technologies and best practices that bring real-world relevance and innovation into the classroom.

You Belong Here Campaign

Building on the strength of our Getting to Know You campaign, NCL will pledge that you belong here. Research shows that when students feel a genuine sense of belonging, they are more likely to thrive, remain engaged and are successful. We know that belonging builds confidence, connection and positive outcomes and we are committed to invest in every student’s journey.

To make this real, we pledge to:

- Provide a personalised student experience that recognises each students’ individual goals, needs and strengths within and beyond the classroom;
- Build meaningful relationships that nurture confidence, trust and a deep sense of belonging;
- Support every student to develop their own identity, encouraging authenticity, self-expression and pride in who they are;
- Design a ‘Sense of Belonging Blueprint’ that guides how we welcome, support and include every student throughout their time at college and beyond;
- Creates student-owned spaces across our campus, places where students can connect, collaborate and feel that this college truly belongs to them;
- Celebrates achievements big and small as a community that lifts one another up.

SELT have developed a comprehensive and robust Staff Guidance Handbook, strategically aligned with the core principles of the Tertiary Quality Enhancement Framework (TQEF). This handbook actively promotes excellence in learning, teaching and assessment; embeds meaningful student engagement and authentic partnership; strengthens a culture of continuous enhancement and quality; and reinforces a sustained commitment to supporting student success. It serves as a practical and values-driven resource, empowering staff to deliver high-quality, inclusive and impactful educational experiences.

SELT are proudly supporting the second NCL's Got Talent Day, building on last year's success with a strengthened focus on health and wellbeing. This year's theme brings a holistic and inclusive approach, offering staff the opportunity to engage in a diverse programme of workshops.

The event will raise awareness of key health topics, such as life expectancy and quality-adjusted life years, brain health, oral cancer, prostate and breast screening. Alongside this, sessions such as stress decoding and menopause awareness aim to provide practical insight into everyday wellbeing challenges.

To complement these, staff can also take part in a range of restorative and therapeutic activities including meditation, dance therapy, sound baths, reiki healing and yoga to encourage physical, social and mental wellbeing.



FOR DISCUSSION/INFORMATION			
Meeting:	Curriculum and Student Affairs and Outcome		
Presented by	Nicola Mulholland		
Author/Contact	Nicola Mulholland	Department / Unit	SMT
Date Created	May 2026	Telephone	2734
Appendices Attached	Developing the Young Workforce/School College Partnership/ Undergraduate School		
Disclosable under FOISA		Yes	

1. PURPOSE

To update CSAO on all School-College Partnership Activity and Undergraduate School Developments.

2. BACKGROUND

This paper gives a detailed overview of the core School-College Partnership Activity that operates across the college. NCL has worked in partnership with local authorities for a number of years to support young people to engage with vocational education and provide opportunities for these individuals to experience work-based learning in a variety of modes.

In addition, the paper will also provide information on the progress and development of the Undergraduate School and all related activities. As a new initiative for AY24/25, the Undergraduate School is a key strategic objective for NCL and building capacity for the future.

3. DETAIL

New College Lanarkshire offer a varied programme to schools in five Local Authorities: North Lanarkshire, South Lanarkshire, East Dunbartonshire, Falkirk and Stirling. Our courses range from level 1 to level 7 and cover over thirty disciplines. For AY 25/26, we have 1718 pupils from 120 class groups, bringing in a current total of 6547 credits and an estimated separate income of circa £400k.

The Undergraduate School offers both full-time and part-time study options across 13 undergraduate course options. Almost all of our higher education students now have a degree pathway at NCL with multiple entry points to support articulation from a variety of different NCs and HNC/Ds.

4. BENEFITS AND OPPORTUNITIES

- Recruitment to FT college programmes.
- Enhanced reputation in our local communities.
- Fulfilling national agenda obligations.
- Participating in the widening access agenda.

5. STRATEGIC IMPLICATIONS

The Board retains an overview of NCL activity in the interests of good governance.

6. RISK

Pupils will not sustain the course which will lead to low PIs.

Pupils will not progress on to full time programmes.

Pupils do not have the correct entry requirements.

Students will not sustain their place on an undergraduate programme.

Competition from partner HEIs.

Challenges with regards to infrastructure across Lanarkshire to allow for travel to our main campuses.

7. FINANCIAL IMPLICATIONS

It is hoped that these courses will be feeder courses for the full-time programmes of the future.

The Undergraduate School provides an alternative income source for the college and scope for growth both locally and internationally.

8. LEGAL IMPLICATIONS

There are no legal implications.

9. WORKFORCE IMPLICATIONS

There are no workforce implications.

10. REPUTATIONAL IMPLICATIONS

Engaging with pupils from our local communities can help to enhance and improve our reputation.

11. EQUALITIES IMPLICATIONS

There are equalities implications.

CONCLUSIONS/RECOMMENDATIONS

CSAO are asked to note the information contained in this report and raise or discuss any issues which may prevent publication.

1. INTRODUCTION

- 1.1 This paper seeks to provide an update on the School-College Partnership Activity for academic year 2023 – 2024.

2. CURRENT SCHOOL-COLLEGE PARTNERSHIP 2024 – 2025 KPIs

FE PT

	Number of Pupils	Percentage	2024/2025	2023/2024
Early Withdrawal	111	7.9%	123 (8.6%)	112 (7.8%)
Further Withdrawal	147	10.5%	152 (10.6%)	202 (14.1%)
Total number of students	1751		1757	1429

Overall enrolments are on a par with the previous academic session.

There has been a decrease in early withdrawals in 2025/2026 of 12 pupils with an overall credit loss of ~63. Some of this credit loss is due to nature of programme, such as courses in Access and Progression. Other areas with high early withdrawals are Construction, Early Learning and Childcare, and courses within Beauty, Aesthetics and Hair Design.

There has been a decrease of further withdrawals in 2025/2026 of 5 pupils.

HE PT

	Number of Pupils	Percentage	2024/2025	2023/2024
Early Withdrawal	2	3.3%	2 (4%)	2 (3.85%)
Further Withdrawal	1	1.56%	4 (8.2%)	4 (7.7%)
Total number of students	64		49	52

There has been increase of overall enrolments in 2025/2026 of 15 pupils, mainly due to two new programmes this year in Social Science and Business. HNC Social Services was removed from the portfolio for 2025/2026 due to poor KPIs in the previous academic session.

The number of pupils withdrawing early has stayed the same at 2 in 2025/2026.

There was only 1 further withdrawal in 2025/2026.

There is 100% retention in the following HNCs:

- Social Science
- Business
- CADD

3. PROPOSED SCHOOL-COLLEGE PARTNERSHIP ACTIVITY FOR 2026 – 2027

SLC

Course	No. of class groups	No. of pupils per class	Total
Beauty	3	16	48
Construction	6	14	84
Creative and Digital Media	2	16	32
Early Learning & Childcare	4	16	64
Engineering Skills	2	16	32
Hair and Barbering	3	16	48
Health and Social Care	2	16	32
Hospitality	2	16	32
MUA	1	16	16
Sports	2	16	32
UES	1	16	16
SWAP Access to Engineering	1	16	16
Winter Leavers	1	16	16
Summer Leavers	1	16	16
			484

NLC

Course	No. of class groups	No. of pupils per class	Total
HNC Cyber Security	1	16	16
HNC CADD	1	16	16
HNC Architectural Technology	1	16	16
HNC Social Science	1	16	16
HNC Business	1	16	16
FA Construction	9	14	126
FA Creative and Digital Media	1	16	16
FA Social Services Children & Young People	3	16	48
FA Social Services Healthcare	2	16	32
Engineering Design Challenge	1	16	16
Intro to Scots Law	1	16	16
L5 Engineering	1	16	16
Beauty	6	16	80
Hairdressing	3	16	48
Early Learning & Childcare	5	16	80
Make-Up Artistry	1	16	16
L7 Sports Leadership	1	16	16
NPA Sports	1	16	16
L6 in Public Health	1	16	16
Football Participation, Coaching and Performance	4	20	80
Criminology	2	16	32
L6 Cyber Security	1	16	16
			750

NCL ASN

Course	No. of class groups	No. of pupils per class	Total
Hospitality	1	10	10
Vex Robotics	1	10	10
Digital Media	1	10	10
Childcare	1	10	10
Sport & Fitness	1	10	10
Hairdressing	1	10	10
Hospitality	1	10	10
			70

EDC

Course	No. of class groups	No. of pupils per class	Total
Construction	1	16	16
Hairdressing	3	16	48
Football Performance	2	16	32
HNC Business	1	16	16
HNC Social Science	1	16	16
			128

We also have a number of courses recruiting for delivery in AY2025/2026 via the [DYW Live Platform](#). This is also in partnership with e-Sgoil, a national e-learning service established in 2016 in the Western Isles of Scotland. Courses available for pupils across Scotland are: Introduction to Psychology and Criminology and a National Progression Award.

4. EVENTS

NCL attend a large variety of school career events across the academic year.

In 2025/2026, we attended 33 school career events across four local authorities: East Dunbartonshire, Falkirk, North Lanarkshire, South Lanarkshire, Stirling and West Calder. This was supported by over 20 staff members from academic departments and the Schools team.

Furthermore, NCL has been present at events hosted by partner agencies targeted at school pupils. This includes the UCAS event at UWS in September 2025 and an event hosted by the Developing the Young Workforce regional group for East Dunbartonshire and Lanarkshire.

5. STEM EVENTS

We have hosted two STEM events in our Motherwell campus this year.

The first event was hosted in collaboration with the Developing the Young Workforce regional group for East Dunbartonshire and Lanarkshire on 22nd October 2025. 300 pupils from schools across both North and South Lanarkshire attended on the day, engaging with workshops provided mainly by the college. There were also over 30 STEM employers on campus providing opportunities for pupils to explore careers in STEM.

The second event was hosted in collaboration with the Glasgow Science Festival and the University of Glasgow. We hosted the regional final for the Creating Engineers Competition, which gives P5 & 6 pupils a chance to demonstrate their creativity, design and build skills by solving set engineering challenges using the construction set K'Nex. Working in teams of two, pupils compete against fellow pupils in their schools with winning team progressing to the regional final. We hosted 24 pupils from 12 different schools across Lanarkshire on the 1st May in our Motherwell campus, as well as associated teachers and parents. Six staff members, including Nadia Chinnery in her role as STEM Ambassador, were judges on the day and there will be opportunities to host future regional finals.

5. The Undergraduate School

FT

	Number of Students	Percentage	2024/2025
Early Withdrawal	14	4.59%	14 (5.49%)
Further Withdrawal	22	7.21%	28 (10.98%)
Total number of students	305		255

Overall retention for full-time degree programmes is 88.2%.

PT

	Number of Students	Percentage	2024/2025
Early Withdrawal	0	0%	3 (5.08%)
Further Withdrawal	2	5%	2 (3.39%)
Total number of students	38		59

Overall retention for part-time degree programmes is 95%.

Degree Course	Level	Total	EW		FW	
BA Business Enterprise & Marketing	HEFT	10	1	10.0%	2	20.0%
BA Accounting - UWS	HFT	10	1	10.0%	0	0.0%
BA Business and Sustainability	HEPT	1	0	0.0%	0	0.0%
BA Honours Business and Sustainability Year 1	HEFT	11	1	9.1%	0	0.0%
BA Honours Business and Sustainability Year 2	HEFT	7	1	14.3%	0	0.0%
BEng Cyber Security - Year 3 Entry	HEFT	17	2	11.8%	0	0.0%
BEng Cyber Security - Year 2 Entry - UWS	HEFT	14	0	0.0%	0	0.0%
BEng Cyber Security - Year 2 Entry	HEFT	15	0	0.0%	1	6.7%
BSc Computer Networking	HEFT	11	0	0.0%	0	0.0%
BSc Digital Development	HEFT	15	2	13.3%	1	6.7%
BSc Collaborative Health & Social Care - Year 2	HEFT	11	0	0.0%	1	9.1%
BSc Collaborative Health & Social Care - Year 3	HEFT	23	0	0.0%	0	0.0%
BSc in Dental Nursing - Year 1	HEFT	62	2	3.2%	9	14.5%
BSc in Dental Nursing - Year 2	HEFT	21	1	4.8%	1	4.8%
BSc in Dental Nursing - Year 3	HEFT	7	1	14.3%	0	0.0%
BA Social Sciences - UWS	HEFT	6	1	16.7%	0	0.0%
BA (Hons) Music Performance	HEFT	6	0	0.0%	0	0.0%
BA (Hons) Sound Production	HEFT	8	0	0.0%	0	0.0%
BA Music Business	HEFT	7	0	0.0%	1	14.3%
BA Music Performance	HEFT	8	0	0.0%	1	12.5%
BA Sound Production	HEFT	21	0	0.0%	5	23.8%
BA Childhood Practice Level 8	HEPT	13	0	0.0%	2	15.4%
BA Childhood Practice Level 9	HEPT	26	0	0.0%	0	0.0%
BA (Hons) Filmmaking and Screenwriting	HEFT	8	0	0.0%	0	0.0%
BA Filmmaking and Screenwriting	HE-FT	7	1	14.3%	0	0.0%

Degree	Target	No. of Live Applications
BSc Computer Networking	12	8
BA Childhood Practice	0	8
BA Accountancy	15	19
BA Business Y2	40	40
BA Business with Sustainability	16	16
BA Business with Sustainability Hons	10	8
BEng Cyber Security Y3	25	30
BEng Cyber Security Y2	25	35
BA Social Sciences Y3	12	14
Business Enterprise with Marketing Y2	0	0
Business Enterprise with Marketing Y3	0	0
BSc Digital Development with...	15	24
BA Music Performance	15	15
BA Music Performance (Hons)	7	4
BA Music Sound Production	15	24
BA Music Sound Production (Hons)	8	12
BSc Dental Nursing Y1	60	41
BSc Dental Nursing Y2	25	50
BSc Dental Nursing Y3	15	17
BSc Collaborative Health and Social Care Y2	25	29
BSc Collaborative Health and Social Care Y3	12	11
BSc Collaborative Health and Social Care Y4	20	0
BA Law	15	13
BA Fimmaking and Scriptwriting	15	15
BA Creative Practice	15	10
Totals	417	443

Applied	No. of Conditional Offers	No. of Conditional Acceptances
0	1	7
8	0	0
0	0	19
0	0	39
1	0	15
0	0	8
0	0	29
0	0	34
2	0	11
0	0	0
0	0	0
2	0	21
4	0	10
0	0	4
1	0	22
0	0	11
11	1	16
1	1	46
1	0	16
2	2	22
1	0	9
0	0	0
0	0	11
2	1	10
0	0	10
36	6	370

No. of Unconditional Offers	No. of Unconditional Acceptances	Reserve
0	0	
0	0	
0	0	
0	1	
0	0	
0	0	
0	1	
0	1	
0	1	
0	0	
0	0	
0	1	
0	1	
0	0	
0	0	
0	1	
0	1	
0	0	
0	1	
0	1	
0	13	
0	1	1
0	0	
1	2	
0	1	
0	0	
0	2	
0	2	
0	0	
1	29	1



FOR DISCUSSION/INFORMATION			
Meeting:	Curriculum, Student Affairs and Outcomes Committee		
Presented by	Jennifer Lowe		
Author/Contact	Michelle Hamilton	Department/Unit	Quality
Date Created	6 th May 2026	Telephone	2697
Appendices Attached	Complaints Report Update		
Disclosable under FOISA		Yes	

1. PURPOSE

To provide CSAO with an update on complaints handling activity within the College for Quarter 3 (February – April 2026).

2. BACKGROUND

Quarterly reporting is required to meet compliance as stipulated by the Scottish Public Services Ombudsman (SPSO).

In addition to operational reporting, the quality team has undertaken wider complaints analysis to support organisational learning, identify recurring themes, and strengthen quality improvement activity.

3. DETAIL

Report shows current college performance in relation to complaints handling for the third quarter.

A total of 21 complaints were closed during the reporting period, with five complaints remaining in progress at the time of reporting.

3.1 Stage Distribution

Stage	Volume	%
Stage 1	17	81%
Stage 2	4	19%

The majority of complaints continue to be managed and resolved at Stage 1.

3.2 Stage 1 Performance

Measure	Result
Complaints resolved within five working days	53%
Complaints requiring extension	47%
Complaints upheld	12%
Average resolution time	six working days

While the majority of complaints were resolved within SPSO timescales, a significant proportion required authorised extensions due to the complexity of cases and coordination across departments.

3.3 Stage 2 Performance

Measure	Result
Complaints resolved within 20 working days	75%
Complaints requiring extension	25%
Complaints upheld	25%
Average resolution time	20.5 working days

Stage 2 complaints remain limited in volume and generally reflect more complex or sensitive cases.

3.4 SPSO Referrals

No complaints were referred to the SPSO during the reporting period.

4. KEY THEMES IDENTIFIED

Themes identified during the reporting period included:

- communication and organisation;
- staff conduct concerns;
- learning and teaching issues;
- course organisation and progression;
- operational issues including parking and systems access.

Wider complaints analysis undertaken across the College indicates that communication and organisational consistency remain the most common themes across both complaints and learner feedback.

While Staff Conduct remains one of the most common complaint categories, learner survey analysis continues to indicate students generally experience positive relationships and support from staff.

5. LESSONS LEARNED AND IMPROVEMENT ACTIVITY

Examples of lessons learned and actions identified during the quarter include:

- improved communication and escalation processes for school-college partnership activity;
- earlier and more structured induction activity;
- reinforcement of student conduct expectations and responsibilities;
- continued management of operational issues including parking and estates concerns;
- improved consistency in complaints handling and investigations.

Since December 2025, several process improvements have also been implemented:

- introduction of a central complaint's mailbox;
- standardised templates for responses and acknowledgements;
- centralised complaint responses issued by the complaint's handler;
- policy review to strengthen SPSO compliance;
- alignment between complaints investigations and HR processes for staff conduct concerns;
- development of investigator training and guidance.

These changes aim to improve consistency, governance, learner experience, and organisational oversight.

6. BENEFITS AND OPPORTUNITIES

This report provides an opportunity for CSAO members to understand complaints activity, identify recurring themes, and support continuous improvement within the College Complaints Handling Procedure (CHP).

The wider analysis undertaken also provides a stronger evidence base to support quality improvement activity and organisational learning.

7. STRATEGIC IMPLICATIONS

The Board retains oversight of complaints handling activity in the interests of good governance, learner experience and continuous improvement.

The development of more structured complaints analysis supports a more evidence-led approach to identifying operational and organisational issues.

8. RISK

Risk remains that inconsistent communication, organisational issues or failure to comply with SPSO procedures and timelines may negatively impact learner experience and organisational reputation.

9. FINANCIAL IMPLICATIONS

There are no direct financial implications.

10. LEGAL IMPLICATIONS

There are no legal implications.

11. WORKFORCE IMPLICATIONS

The continued development of investigator training and alignment with HR processes will support greater consistency in complaints handling and investigations.

12. REPUTATIONAL IMPLICATIONS

Effective complaints handling and organisational learning support learner confidence and the College's reputation.

13. EQUALITIES IMPLICATIONS

There are no equalities implications.

CONCLUSIONS/RECOMMENDATIONS

CSAO members are asked to:

- note the information contained within this report;
- acknowledge the improvements implemented during the reporting period;
- support the continued development of complaints handling and organisational learning within the College.

Standardised reporting template – complaints performance indicators

Created on: 06/05/2026

	COMPLAINTS HANDLING PROCEDURE INDICATORS	Q3		Q4		YTD		2025/2026	
1.0	Total number of complaints received & complaints received per 100 population								
1.1	Number of complaints Received	26		0		67		67	
1.2/1a	College Population and Number of Complaints received per 100 population	9260	0.3	7930	0.0	12158	0.6	12158	0.6
2.0	Number of complaints closed at each stage and as a % of all complaints closed								
2.1/2a	Number of complaints closed at Stage 1 and % of total closed	17	65.4%	0	0.0%	51	76.1%	51	76.1%
2.2/2b	Number of complaints closed at Stage 2 and % of total closed	4	15.4%	0	0.0%	11	16.4%	11	16.4%
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%
2.4	Open	5	19.2%	0	0.0%	5	7.5%	5	7.5%
3.0	Number of complaints upheld, partially upheld and not upheld at each stage and as a % of complaints closed at that stage								
3.0	Stage 1								
3.1/3a	Number and % of complaints upheld at Stage 1	2	11.8%	0	0.0%	10	19.6%	10	19.6%
3.3/3c	Number and % of complaints not upheld at Stage 1	7	41.2%	0	0.0%	16	31.4%	16	31.4%
	Number and % of complaints partially upheld at Stage 1	7	41.2%	0	0.0%	23	45.1%	7	13.7%
3.0	Stage2								
3.4/3d	Number and % of complaints upheld at Stage 2	1	25.0%	0	0.0%	2	18.2%	2	18.2%
3.6/3f	Number and % of complaints not upheld at Stage 2	2	50.0%	0	0.0%	4	36.4%	4	36.4%
	Number and % of complaints partially upheld at Stage 2	1	25.0%	0	0.0%	5	45.5%	5	45.5%
3.0	Escalated								
3.7/3g	Number and % of complaints upheld after Escalation	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%
4.0	Total working days and average time in working days to close complaints at each stage								
4.1/4a	Total working days and average time in working days to close complaints at Stage 1	103	6.1	0	0.0	220	4.3	220	4.3
4.2	Total working days and average time in working days to close complaints at Stage 2	82	20.5	0	0.0	274	24.9	274	24.9
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

5.0	Number and % of complaints closed within set timescales (S1=5 workings days; S2=20 working days; Escalated = 20 working days)								
5.1/5a	Number and % of Stage 1 complaints closed within 5 working days	9	52.9%	0	0.0%	38	74.5%	38	74.5%
5.2/5b	Number and % of Stage 1 complaints not closed within 5 working days	8	47.1%	0	0.0%	13	25.5%	13	25.5%
5.3/5c	Number and % of Stage 2 complaints closed within 20 working days	1	25.0%	0	0.0%	5	45.5%	5	45.5%
5.4/5d	Number and % of Stage 2 complaints not closed within 20 working days	3	75.0%	0	0.0%	6	54.5%	6	54.5%
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%
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%
6.0	Number and % of complaints closed at each stage where extensions have been authorised								
6.1/6a	Number and % of Stage 1 complaints closed within 10 working days (extension)	6	75.0%	0	0.0%	10	76.9%	10	76.9%
6.2/6b	Number and % of Stage 1 complaints not closed within 10 working days (extension)	2	25.0%	0	0.0%	3	23.1%	3	23.1%
6.3/6c	Number and % of Stage 2 complaints closed within 40 working days (extension)	3	100.0%	0	0.0%	5	83.3%	5	83.3%
6.4/6d	Number and % of Stage 2 complaints not closed within 40 working days (extension)	0	0.0%	0	0.0%	1	16.7%	1	16.7%
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%
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%

New College Lanarkshire News

Communications Roundup | February – April 2026

Prepared by Daniel Byron

Contents

Every news story published on the college intranet during February, March and April 2026.

February 2026 — 18 stories

- Rose Bowl win — Best College in Scotland
- ESOL & Dental International Week
- Law Society careers event
- Show Racism the Red Card
- International Week panels & events
- Braw Wee Shop charity mug launch
- Egypt nursing partnership visit
- Principal appointed Deputy Lieutenant
- Abbie Hendry — first Sports Ambassador
- Cairnhill Welding School opens
- Pamper Day for survivors of abuse
- ESOL visit to Kelvin College
- MasterChef masterclass
- HOCHTIEF Memorandum of Understanding
- Scots Language at Holyrood
- NCL Foundation raises £4,290 + Summerlee Exhibition
- Rotterdam's Albeda Startcollege visits NCL
- Sureserve donates £5,000 + UWS Court Medal + Cycling Scotland

March 2026 — 16 stories

- Tommy Gemmell statue unveiled in Craigneuk
- The Little Iceberg musical with all-NCL cast
- Scots Law guide published in 13 languages
- Field & Forest Machinery apprenticeship
- Ready for Retail cross-campus visit + Sunday Herald
- Cairnhill partnership raised in House of Commons
- PPG & Bell visit + Anas Sarwar at Braw Wee Shop
- First BA Business & Leadership cohort graduates
- Dougie Imrie — second Sports Ambassador
- CLIC wins City & Guilds Award at Westminster
- Thermomix visit + Can Return Scheme nomination
- Brain Health workshop + Viewpark conservation
- BA students visit UWS campus
- Josh Littlejohn MBE — NCL Fellow
- Jackton Distillery visit + Capital Radio presenter
- Culinary gold + AHT nominations + DFN SEARCH Day + Cumbernauld Creates

April 2026 — 10 stories

- Premature — feature film debut (80% NCL cast & crew)
- Boccia Festival 2026 at Ravenscraig
- Lights, Camera, No Limits — students film with Volvo
- 'Stars aligned' — mature student's road back via music
- Project SEARCH wins Gold Transformational Outcomes Award & staff Social Value Awards
- Hairdressing Showcase at Cumbernauld
- Five Herald Education Award nominations
- ESOL students compete at national College Cup
- AI in the clinic — NCL join Romanian uni research
- NCL student to compete at Worldskills in Shanghai

• STUDENT ACHIEVEMENT

A Cut Above the Rest — Rose Bowl Winners



NCL won the AHT Rose Bowl for Best College in Scotland for the second consecutive year, with the event hosted at the College. The competition has run since 1963 to develop students to a national

standard. Former student Kathleen-Anne returned to judge, having completed her HNC Hairdressing and HND Make-up Artistry at NCL. Former Coatbridge College lecturer Jene Fleming was honoured with a lifetime award for 53 years of service to judging. Winners now progress to the national finals in Blackpool. NCL also received two AHT national nominations: Effective Team Collaboration and Outstanding Employer Engagement.

2nd year

In a row NCL has won the Rose Bowl

The future of our industry is in very capable hands.

— John O'Hara, AHT Scotland Chair

• PARTNERSHIPS & INDUSTRY

Engineering Futures — Cairnhill Welding School Opens

A new era for engineering training in Lanarkshire officially began with the opening of NCL and Cairnhill Structures' Welding School in Coatbridge, attended by Principal Professor Moore. Cairnhill is a market leader in steel fabrication and the partnership will help sustain Lanarkshire's proud engineering tradition for years to come.



The precision and quality of their steel work shows they are inheritors of a proud Lanarkshire tradition.

— Professor Christopher Moore, Principal

• COMMUNITY & INCLUSION

ESOL & Dental — International Week

Level 3 ESOL and Level 6 Dental students came together in the clinical skills room to celebrate International Week. ESOL students led discussions on food, traditions, dental care and favourite museum visits. Dental Lecturer Lesley McIntosh: "The energy in the room was amazing — great conversations and lots of laughter."



• COMMUNITY & INCLUSION

Pamper Day for Survivors of Abuse

Survivors of domestic abuse were welcomed

to a pamper day at Coatbridge Campus in partnership with the National Campaign Against Violence Against Women and Girls. Led by Neil McMullen, teams from Dentistry, Childcare and beyond provided hair styling, nails and massages. Michelle McManus attended in support.

• COMMUNITY & INCLUSION

Law Students Get a Flavour of Legal Careers

Over 100 legal students from NCL and South Lanarkshire College attended a Law Society of Scotland Careers Event at Motherwell Campus. Solicitors Alanis Hunt and John-Paul Banks-McGregor, alongside LLB students Ryan Mitchell and Zeena Muhsin, took part in Q&A panels. Wendy Paterson (Head of Lanarkshire Business School): "This was a valuable event that allowed students to gain insight into career paths they may take."

“

The law students had a great afternoon with very valuable insights into what the future may hold for them.

— Carolyn Conlin, Academic Leader

• INTERNATIONAL

ESOL Students Visit Kelvin College

NCL's ESOL students travelled to Kelvin College's Haghill Campus to showcase cultural dress, share food from home and exchange cooking ideas. Arranged by lecturer Khadija Hadji, this was the first cross-college ESOL event — a vibrant celebration of culture.



• VALUES IN ACTION

NCL Gives Racism the Red Card

NCL supported Show Racism the Red Card at their BUC semi-final against the University of Stirling. Campaign Manager Billy Singh: "In our schools we have, on average, 50 recorded racist incidents a week. Football fans can be a force for good — by being active anti-racists we can change hearts, minds and lives."

• INDUSTRY LEARNING

MasterChef Masterclass for Culinary Arts Students

NCL Culinary Arts students received a masterclass from MasterChef quarterfinalist and Cameron House chef Rohan Wadke. The session covered recipe development, flavour profiling and advanced kitchen techniques. Sustainability Lead Margaret McNeill: "It was an incredible experience — real motivation for the chefs of the future."



“

From my own experience I know how far good mentorship and the right guidance can take you.

— Rohan Wadke, 2nd from left, MasterChef & Cameron House

• INCLUSION

International Week — Panels, Buffets and Gaming

International Week panels toured Cumbernauld, Coatbridge and Motherwell, hosted by Jaz Sandhu. MLOne students produced Haggis Arancini, Sticky Irn Bru Chicken and Thai Spiced Stovies. Students joined an International Gaming Day including a Rocket League match against Iceland and a Twitch livestream. Computing students began a new research collaboration with Romanian medical students on AI in clinical decision-making. ESOL students hosted an Atrium event featuring Ukrainian songs.



Staff and students explored the many unique identities that shape who we are.

— Jaz Sandhu, International Week Host



PARTNERSHIPS & INDUSTRY

HOCHTIEF — Memorandum of Understanding

NCL signed an MOU with HOCHTIEF — a global construction firm with more than 115 years of experience — to help bolster the local workforce in North Lanarkshire. Councillor Michael McBride: “Absolutely crucial for us as an authority, for HOCHTIEF, for the College, and for our community.”



• NCL FOUNDATION

Braw Wee Shop — Charity Mug Launch

Supported Learning students and the Automotive department launched a charity mug featuring lecturer Chris Wallace’s race car, number 7. All proceeds go to the NCL Foundation. Mugs are £4 at Cumbernauld’s Braw Wee Shop, with plans to expand to Motherwell and other merchandise lines.

• ARTS & CULTURE

NCL Lecturer Takes Scots Language to Holyrood

NCL lecturer Bobby Wallace attended the Love Yer Leid event at the Scottish Parliament, organised by Dr Sylvia Warnecke (Open University) and sponsored by Emma Harper MSP. Lecturers from across Scotland demonstrated embedding Scots in the classroom. Education Secretary Jenny Gilruth: “This is a key part of our commitment to celebrating and protecting Scotland’s languages.”



Embedding Scots into Scottish classrooms is an essential equality and inclusion initiative.

— Dr Sylvia Warnecke, Open University



• INTERNATIONAL

Nursing Staff Visit Mansoura National University, Egypt

Staff Nicola Mulholland and Hazel Scott travelled to Mansoura National University in Egypt, funded by the Scottish Education Exchange Programme. Discussions focused on Dental Nursing, Brain Health and Care of the Elderly, building on a reciprocal visit to NCL in October 2025. The delegation was received by University President Professor Doctor Sherif Y. Khater.

We're looking forward to continuing our discussions and strengthening this partnership in the future.

— Hazel Scott, NCL Staff

• NCL FOUNDATION

NCL Foundation Raises £4,290

The NCL Foundation raised £4,290 at a fundraising evening with Frank Pilkington, supported by the Braw Wee Shop (£1,500 gift). The Foundation provides 3,500 breakfasts monthly across all campuses, discreetly and with no questions asked. A student had told Professor Moore: "If it hadn't been for that breakfast, I might not have been able to stay at college."

• ARTS & CULTURE

Summerlee Exhibition — 160 Years of Coatbridge

Summerlee Exhibition opened, celebrating 160 years of Coatbridge. Art by Carrie 'Toots' Thompson captures the town's transformation from industrial roots to the present day. Texts were collated by NCL staff Calum Crosbie, Sharon McCabe and Stuart Campbell. A key feature spotlights Dr David Ross, whose leadership shaped the legacy of Coatbridge College.

• LEADERSHIP

Principal Appointed Deputy Lieutenant for Lanarkshire

Lord Lieutenant Lady Susan Haughey conferred the position of Deputy Lieutenant for Lanarkshire on Principal Professor Christopher Moore at a ceremony at Motherwell Campus. Deputy Lieutenants are recommended by the Lord Lieutenant and approved by the Monarch. Duties include attending 100th birthday parties and overseeing citizenship ceremonies. Lady Haughey joked she "can't wait to mark the quality of Christopher's work!"



An honour for NCL and for Lanarkshire

I'm moved to have this opportunity to do this for Lanarkshire, and for our College.

— Professor Christopher Moore

• INTERNATIONAL

Rotterdam's Albeda Startcollege Visits NCL

Staff from Albeda Startcollege visited Motherwell and Coatbridge over three days to deepen European educational collaboration. Key outcomes include agreement to organise European friendly skills competitions across countries. Albeda plans to return in November 2026 with students, focusing on Construction, Hospitality and Services.

The aim is to invest in European cooperation and exchange across four countries.

— Brando Lemens, Education Leader, Albeda

• SPORTS

Scottish FIFA Referee Abbie Hendry — First Sports Ambassador

Scottish FIFA International referee Abbie Hendry visited sports students at Motherwell Campus and was named the department's first Sports Coaching & Development Ambassador. Promoted to Category 1 status in January 2026, Hendry led the first all-female officiating team for a Highland League match and has taken charge of Women's Old Firm clashes on Sky. Students completed a refereeing masterclass on the pitch.

Bringing Abbie on board highlights the strength of our Sports Coaching & Development programmes.

— Chris Wilson, Head of Department

• NCL FOUNDATION

Sureserve Donates £5,000 for Free Student Breakfasts



Sureserve Energy Services UK — the UK's largest retrofit organisation — donated £5,000 to the NCL

Foundation, providing free breakfasts for a month for around 3,500 students. Sureserve signed an agreement with NCL focused on Net Zero workforce skills and is planning a social enterprise to offer paid work to NCL students. Robert Stirling (MD): "Success starts with a healthy start to the day. We are proud to support the NCL Foundation."

3,500

free breakfasts every month

Through Sureserve's generosity, we are ensuring all our students are ready to learn each day.

— Professor Christopher Moore, Principal

• STUDENT ACHIEVEMENT

UWS Court Medal — Mark Anderson

NCL BA Business & Sustainability graduate Mark Anderson won the University of the West of Scotland Court Medal — the highest academic honour UWS bestows, recognising exceptional achievement throughout an undergraduate degree. Academic Leader Angela Spalding: “Mark’s success reflects his academic excellence and commitment to sustainable business.”

• STAFF DEVELOPMENT

Cycling Scotland Staff Training

A group of NCL staff — Claire McRae, Leonard Gingell, Sharon McCabe, John Dempster and Abraham ‘Boo’ Lindhof — completed a Cycling Scotland course at Motherwell Campus led by trainer Bill Ross, building skills to support future cycling activities across the College.

• MUSIC & CULTURE



NCL Lecturer to Support Garbage at Edinburgh Castle

NCL lecturer Yvonne Kay — a member of Goodbye Mr Mackenzie, the band that launched Garbage frontwoman Shirley Manson — will support Garbage at their final headline gig in Scotland at Edinburgh Castle this summer. Manson visited NCL last month to speak

to music students. She later praised students on Instagram: “I was extremely struck by your bright, curious minds and taxing questions. Bravo to you all.”

Having her speak to the students was an incredible experience. She was honest, generous, and genuinely inspiring.

— Yvonne Kay, NCL Lecturer

Sixteen stories this month: national award wins, an NCL film premiere, a Fellowship ceremony, Westminster recognition, and a packed calendar of student and community events.

• HERITAGE

'Man of Steel' — Tommy Gemmell Statue Unveiled in Craigneuk

A statue of Celtic legend and Lisbon Lion Tommy Gemmell was unveiled in Craigneuk — just over a mile from Motherwell Campus — with NCL staff and students among more than 400 at the ceremony. Gemmell scored in the 1967 European Cup final against Inter Milan. The plaque reads: 'Tommy Gemmell, Man of Steel.'

He never forgot his roots. He cared deeply about this area and the people in it.

— **Martin McCrum, Tommy Gemmell Project Committee**

• SPORTS

Raith Rovers Manager Dougie Imrie — Second Sports Ambassador

Raith Rovers manager Dougie Imrie was named the second ambassador for NCL's HNC Sports Coaching & Development (Football) programme. Imrie spent the day speaking about his route into management, leadership standards and the pressures of senior football. The visit also included a practical coaching session on the pitch.

The programme connects education with the realities of working in sport.

— **Ross Paterson, NCL Sports**



• ARTS & CULTURE

Former NCL Students Star in The Little Iceberg Musical

Every cast member of a new musical at Lanternhouse Theatre, Cumbernauld, is a former NCL student. The Little Iceberg is written and directed by Milly Sweeney, winner of the St Andrews Playwriting Award 2024 and The Stage Debut Awards Best Writer 2025. She also has a new play premiering at A Play, A Pie, and A Pint, starring Jonathan Watson. Alan Cumming called Milly "a great new Scottish voice."

As far as performing arts education goes, it's [NCL] the best you can get.

— **Milly Sweeney, Playwright & Former NCL Student**

• AWARDS

CLIC Wins City & Guilds Award — NCL Praised in Westminster

The College Local Innovation Centres (CLIC) partnership, of which NCL is a founding member, won The City & Guilds Award for College Engagement with Employers at the AoC Beacon Awards. NCL is the lead hub for Digitally Enabled Health, supporting employers across health, care, wellbeing and life sciences. Launched in April 2024, CLIC supported more than 300 businesses in its first year, well exceeding its target of 200. Separately, NCL's Engineering Futures programme was praised on the floor of the House of Commons by Minister Luke Pollard MP.

300+

businesses supported by CLIC in year one

I praise New College Lanarkshire for its work.

— **Luke Pollard MP, Minister for Defence Readiness**



• STUDENT ACHIEVEMENT

HND Students Launch Scots Law Guide in 13 Languages

Former Lord Advocate Frank Mulholland launched A Guide to Scots Law — updated for the first time in a decade, now in 13 languages — at Coatbridge Campus. Created with the Scottish Government, Police Scotland, Crimestoppers and the Scottish Refugee Council. Student Tamara Sanchez Fernandez, originally from Spain: “When you come to a country, the last thing you do is check the laws. It was a challenge, but I loved it.”

I am proud of them for their work to help the disadvantaged at a time when they need it most.

— **Lord Frank Mulholland, Former Lord Advocate**

• INDUSTRY LEARNING

Students Get Hands-On with Thermomix

Former NCL ESOL student Ana Jornea returned to the College, now representing the professional Thermomix TM7 brand for Vorwerk. She gave a presentation to over 30 students and staff. The Hospitality & Professional Cookery department also received a Thermomix machine for student training. Ana: “The College gave me so much, and I hope today was valuable for the students.”

• AWARDS

Can Return Scheme Up for National Award

NCL has been nominated for a LetsRecycle.com Award for Excellence in Recycling following a five-week Deposit Return Scheme trial with Coca-Cola. Over 20,177 bottles and cans were recycled across all three campuses — compared to just 255 in the same period the previous year. The RVMs were used eighty times more than before. The awards are hosted by comedian Jimmy Carr in London.

• APPRENTICESHIPS

Field & Forest Machinery — Building the Future Workforce

NCL apprentice Jack arrived at Field & Forest Machinery as a fresh face; two years on, he is trusted to work independently from a technical drawing. Operations Manager Eddy Kattanach: "His skill level has probably increased tenfold." NCL tutors visit Jack in the workplace, meeting with both Jack and his line manager in the fabrication shop.

You can tell that they really care — not only the mental health support, but the Ready Set Apprentice events.

— Jack, NCL Apprentice

• COMMUNITY & INCLUSION

Brain Health & Women's Health Workshop

Ahead of International Women's Day, Head of Department Lynn Orr and Lecturer Lisa Burgess delivered a workshop on women's brain health at Auchinairn Community Centre in partnership with East Dunbartonshire Council. East Dunbartonshire Provost Gillian Renwick said it was "a wonderful initiative" and highlighted the importance of focusing on women's health.

• STUDENT ACHIEVEMENT

Conservation at Viewpark

Level 6 Animal Biology and Conservation students partnered with Viewpark Conservation Group to restore Viewpark's natural environment: planting trees to stabilise riverbanks and collaborating on a new hedgerow. Sustainability Lead Margaret McNeil: "A fantastic partnership providing students with valuable hands-on experience while making a real difference to the local environment."

• COMMUNITY & INCLUSION

Ready for Retail — Cross-Campus Visit

Motherwell Campus Ready for Retail students visited the Braw Wee Shop in Cumbernauld for a day of inter-college working. Students shared ideas, asked each other questions and exchanged handmade presents — the latest example of collaborative working between campuses.

• MEDIA

NCL Featured in the Sunday Herald

Academic Leader Kathleen Sheridan was featured in the Sunday Herald for her 'A Career in Education: Let's Explore' access course at Cumbernauld. Student Katy Thomson, 23: "The course has healed the relationship I had with education. I value my learning. I have the confidence to ask questions. I have learned how to learn."



• STUDENT ACHIEVEMENT

BA Students Tour University of the West of Scotland

Third-year BA students toured the UWS Lanarkshire campus ahead of their fourth-year transition, organised by lecturer Shaheen Tariq. Four NCL alumni currently in their final year at UWS — including Courtney, now on internship with the Scottish Parliament — shared their experiences. Student Alex said the visit “will definitely help ease us into our transition.”



Very insightful for what our 4th year will look like — making me excited for next year.

— Rebekah, NCL BA Student

• INDUSTRY LEARNING

PPG & Bell Decorating Group Visit

Students on NCL’s Construction Trades Technology programme got an insight into the future of their industry as PPG — the global coatings company behind Johnston’s and Leyland — visited Motherwell Campus to showcase their latest products in partnership with Bell Decorating Group.

• COMMUNITY & INCLUSION

Anas Sarwar Helps Out at the Braw Wee Shop



Scottish Labour leader Anas Sarwar was enlisted to help out at the Braw Wee Shop during his visit to Motherwell

Campus. He threw himself into the task with enthusiasm — though it emerged he had a particular fondness for Creme Eggs that those around him found hard to ignore.

• FELLOWSHIP

Josh Littlejohn MBE Made NCL Fellow

Josh Littlejohn MBE, co-founder of Social Bite, was awarded a Fellowship at Motherwell Campus in recognition of his outstanding contribution to social enterprise and tackling homelessness. Social Bite’s cafes provide employment, food and dignity to people who have experienced homelessness. The Rutherglen Social Bite Village is currently under construction in Lanarkshire. NCL and Social Bite will explore co-creating social enterprises on campus.



A proud day for NCL

From my first visit I was impressed with the ethos of social justice at the heart of everything here.

— Josh Littlejohn MBE, NCL Fellow

• INDUSTRY LEARNING

HNC Marketing Students Visit Jackton Distillery

Students from NCL's HNC Marketing course visited Jackton Distillery in East Kilbride for a behind-the-scenes look at one of Scotland's emerging whisky brands, arranged in partnership with RAER. The visit covered brand building, customer experience design and marketing strategy.

Hearing from industry professionals truly brings classroom theory to life for our students.

— Angela Spalding, Academic Lead

• MEDIA

Capital Radio Presenter Katy Johnston Visits NCL

Capital Radio Scotland drivetime presenter Katy Johnston — a member of the Radio Academy's 30 Under 30 — visited Supported Learning students at Motherwell who are completing a Podcasting unit. Students asked her about conducting interviews, controlling the playlist, the most famous people she's met, and her worst fears.

It's been lovely to come to the College and meet and get to know you all.

— Katy Johnston, Capital Radio Scotland



• STAFF DEVELOPMENT

First BA Business & Leadership Cohort Celebrates

Sixteen NCL colleagues celebrated completing their BA in Business & Leadership at a ceremony in the Wellbeing Academy. The one-year course, delivered in partnership with UWS, is fully flexible and blended. Among the cohort is John O'Hara, the first in his family to earn a degree: "The course was a task — studying, exams and work. But it's worth it. 100% I'd do it again." Principal Professor Moore congratulated the group as the first cohort to complete the course.

“

It's worth it to come away with a degree — 100% I'd do it again.

— John O'Hara,
First BA
Business &
Leadership
Graduate

Culinary Students Bring Home National College Team Title



NCL won the National College Team title at the Scottish Culinary Skills Challenge 2026, defeating Fife College, Edinburgh College and Perth UHI. Students from Motherwell and Cumbernauld campuses collected 4 gold, 4 silver and 6 bronze medals.

Separately, the Wellbeing Academy and Beauty, Aesthetics and Hair Design departments received two AHT national award nominations. And DFN Project SEARCH students marked National Supported Internship Day by donning orange across all campuses to celebrate inclusive employment.

14 medals

at the Scottish Culinary Skills Challenge

Our students excelled, representing themselves, the department and NCL exceptionally well.

— **Darren Pettigrew, Head of Department**

Cumbernauld Creates Exhibition at Palacerigg Park

Art and Design students brought their work to Palacerigg Country Park as part of Cumbernauld Creates, conceived by artist Amy Devlin (13–15 March). Professor Moore pledged an ongoing relationship with Palacerigg: “I would like for us to commit to this place — you might be sorry that this might be one of our new classrooms going forward.”



Our mission is to democratise art. By the time students leave us, they say: I am an artist.

— **Professor Christopher Moore, Principal**

APRIL 2026

Eleven stories this month: a feature film debut, national award nominations, a WorldSkills selection, inclusive sport, student research making international headlines, and a college-wide celebration of staff who go above and beyond.

• FILM & MEDIA

Premature — NCL Makes Its Feature Film Debut

NCL lecturer Kevin Walls has made his feature film debut with *Premature*, a Scottish romantic comedy premiering 18 September 2026. Around 80% of the cast and crew are current or former NCL students and staff, including HND Television Production and BA Filmmaking students in crew roles. The trailer ran at the Grosvenor Picture House ahead of James McAvoy's *California Schemin'*. Stars James Rottger (Gary Tank Commander) and Elle Watson in her feature debut, with Gail Watson (River City) in a key supporting role.

80%

of cast & crew from NCL

Most people are either staff or students from here. They came back for days!

— Kevin Walls, NCL Lecturer & Director

• STUDENT ACHIEVEMENT

Hairdressing Showcase at Cumbernauld

NVQ3 Hairdressing students hosted a Showcase event on Cumbernauld Campus displaying Avant Garde Creative Looks to an invited public audience. The class collaborated with VQ2 students and the Learning Engagement and Estates team. Lecturer Katrina Stevenson "couldn't have been more proud" of the students' achievements.

• COMMUNITY & INCLUSION

Boccia Festival 2026 at Ravenscraig

Over 100 students from Edinburgh College, City of Glasgow College and NCL competed at Ravenscraig, supported by Scottish Disability Sport. Active Campus Coordinator Kirsty Strang: "Days like today show how inclusive sport brings people together, builds confidence, and creates



plenty of fun memories." Edinburgh College thanked NCL for being "such excellent hosts."

Five Herald Education Award Nominations

NCL — Scotland's College of the Year — enters the Herald Education Awards 2026 with five nominations:

- **Outstanding Business Engagement** — Scottish Institute for Dental Education (SIDE): a sector-leading employer-college partnership transforming dental education in Scotland, with flexible pathways including Modern Apprenticeships, blended learning and a fully online Dental Nursing programme.
- **Outstanding Student Contribution** — Brooke MacFadyen (Access to Teaching): diagnosed with a grade II brain tumour in her early 20s, Brooke has excelled academically while campaigning for access to the treatment vorasidenib, recently approved for use in Scotland.

- **Outstanding Community Contribution** — Walking Football & Social Medicine: NCL Physical Activity & Health students work within Motherwell FC Community Trust's Walking Football club, delivering targeted health interventions to older men facing physical and neurological challenges.
- **Partnership Award** — Brain Health Scotland Centre for Health and Social Care: launched at NCL's Motherwell Campus in October 2025, responding directly to dementia being the leading cause of death in Scotland.
- **Partnership Award** — CLIC (College Local Innovation Centres) with Glasgow City Region Colleges: jointly shortlisted alongside Glasgow Kelvin College.

Ceremony: Wednesday 20 May 2026, DoubleTree by Hilton, Glasgow.

• STUDENT ACHIEVEMENT

WorldSkills Shanghai 2026 — NCL Graduate Selected for Team UK

Former NCL student Stuart Lyons — HND CAD graduate — has been selected to represent the UK at WorldSkills Shanghai 2026 this September. He will compete in Mechanical Engineering CAD at the 'Skills Olympics', drawing competitors from 80+ countries and over 250,000 visitors. A proud moment for NCL and for Lanarkshire.

• COMMUNITY & INCLUSION

Lights, Camera, No Limits — Students Film with Volvo



Students with additional support needs premiered a series of professional short films produced in partnership with car manufacturer Volvo, creative agency Studio L/R, and North Lanarkshire Council's No Limits programme — which supports young people aged 16–19 with ASN into employment. NCL's Film & TV students filmed and edited the pieces, while No Limits participants — including Lauren, Lucie and Jamielee — developed scripts and storyboards with Studio L/R workshops. Lecturer Alec Cheer coordinated the collaboration from

start to finish, with industry partners praising the professionalism of the results.

"Working with the students provides a great opportunity to gain that client-creative team experience."

— Alec Cheer, Lecturer in Visual and Creative Arts

• SPORTS

ESOL Students Fly the Flag at National College Cup

NCL's ESOL students represented Coatbridge at the national ESOL College Cup — an eight-team, seven-a-side tournament hosted this year by Edinburgh College. Joining colleges including Glasgow Kelvin, Glasgow Clyde, Forth Valley and Perth, NCL's squad were praised for their sportsmanship throughout, with eventual winners Dundee & Angus College taking the title.

"It was a brilliant day bringing students from so many different cultures together through football, celebrating what they have in common."

— Kirsty Strang, Active Campus Coordinator



• STUDENT ACHIEVEMENT

‘The Stars Aligned’ — Iain’s Road Back Through Music

Iain McMillan, 50, enrolled on NCL’s NQ Creative Music & Sound Production course at Motherwell after recovering from non-Hodgkin’s lymphoma. A former HMV employee with a lifelong passion for music, Iain used the course to turn curiosity into craft — learning DAWs,

developing critical listening skills and building a professional portfolio. He is now progressing to HNC/D. His story is one of several being highlighted to prospective students ahead of NCL’s open days in May 2026.

“I’ve achieved everything I set out to achieve. The stars aligned for me.”

— Iain McMillan, NCL Student

• INTERNATIONAL

AI in the Clinic — NCL Joins Romanian University in Groundbreaking Research

NCL Computing students Lia Barlow and Mark Stewart collaborated with medical counterparts from the University of Medicine and Pharmacy of Craiova, Romania, on a jointly authored academic paper examining AI in clinical decision-making. The fully online, interdisciplinary project — which emerged from International Week — investigated machine learning, algorithmic bias, patient safety and ethical accountability, with staff describing the academic rigour as exceptional.

• AWARDS

Gold Standard — Project SEARCH Wins Transformational Outcomes Award

NCL’s Project SEARCH programme — delivered in partnership with NHS Lanarkshire and supported employment services at University Hospital Wishaw — has contributed to the hospital receiving a prestigious Gold award for Transformational Outcomes. The internationally recognised supported internship programme combines real workplace placements with classroom-based learning. NCL Lecturer Katie Murphy and Job Coach Joan McAleavy were central to building the inclusive culture the award recognises.



“The Gold award recognises the significant impact the partnership has had, not only on individual interns, but on the wider culture of inclusion at University Hospital Wishaw.”

— Project SEARCH Award Citation

• VALUES IN ACTION

Social Value Champions Celebrated Across All Three Campuses

NCL's Social Values Awards took place across Cumbernauld, Motherwell and Coatbridge, with more than 50 staff at each ceremony. Winners — all nominated by colleagues — included Paula Etherson, Jacqui Clarke and Tommy Marshall (Gallus Award) in Cumbernauld; Andrew Ure, Jaz Sandhu and Michelle Docherty in Motherwell; and Nicola Bradford, Aileen Kane and Alec Cheer (Gallus Award) in Coatbridge.



"Social value isn't an add-on at NCL — it's at the heart of everything we do."

— **Elliot Scott, Assistant Principal**