

SSMS – Quality and Curriculum Committee

Venue: Conference Room 1, South Shields

Date: Wednesday 11 March 2015

Time: 4.00pm – 6.10pm

Members Present: Nick Whalen-Griffiths (Chair)
 David Byrne
 Conrad Bays
 Terry Cornick
 John Eltringham
 Gary Hindmarch (Principal SSMS)
 Masuda Rahman
 Alison Rowley
 Drue Walsh
 Andrew Watts

Apologies: Lindsey Whiterod
 Susan Wear

In Attendance: Neil Longstaff (Clerk)

ITEM NO.	ISSUES	ACTION
1.	<p>Apologies for Absence The members approved apologies for absence received from those identified above after first considering their reasons for absence. .</p>	
2.	<p>Declarations of Interests Members were reminded to declare any conflict of interest as they arose on the agenda.</p>	
3.	<p>Minutes of the Previous Meeting The minutes of the meeting of the Committee held on 3 December 2014 were approved and signed by the Chair.</p> <p>Matters Arising</p> <p><u>Quality Policy</u></p> <p>It was noted that the Chair had not yet signed off the updated Quality Policy in consultation with the Chair of the P&V Quality Committee.</p> <p><u>Quality Report</u></p> <p>Gary Hindmarch (GH) confirmed the following actions:</p> <ul style="list-style-type: none"> • Re. Attendance - a baseline figure had been included in the document so that members could benchmark/monitor the SSMS performance. • Re. Staff Resources - the summary sought was to be provided when data 	<p style="text-align: center;">NWG</p> <p style="text-align: center;">GH</p>

was next presented i.e. meeting in May.

GH reported that the next employer survey was targeting a broader range of business/users as the previous survey had a received poor response. There would be approximately 52 companies/users of training services issued with the survey during March 2015 through Survey Monkey.

Q. Low pool? The list of contacts had been refreshed and new contacts had been sourced. Responses from the previous survey were tabled.

The Chair of the Board confirmed that he had raised with the Chief Executive the concerns around the Client Relationship Management (CRM) system, as requested e.g. communications concerning telephone and email systems. It was also noted that the Growth Strategy Working Group was due to have its first meeting to look at business development opportunities and it was suggested that the SSMS Quality Committee could feed ideas into this group.

It was reported that telephone calls were now being captured and forwarded onto the appropriate staff to respond either through automatic transfer or a call back after a voice mail message. A member confirmed that he had seen an improvement as he received a call back from a member of staff.

GH reported that progress was being made with HR over the concerns of a central record.

Halls of Residence

Members were informed that the usage of the gym facilities had fallen but feedback from students suggested that it was still very busy. Opening times had been reviewed in light of comments from students. Participation of marine students had increased significantly. GH indicated that there could be a case to expand the gym facilities.

Catering

The timetabling of lessons had been reviewed to try and alleviate problems at the refectory over lunch and Costa areas during breaks. However, staff were now looking into complaints that there wasn't enough choice for students taking a later lunch.

Date and Time of Next Meeting

Members were reminded that the date of the meeting had been changed to allow GH to attend a conference.

Marketing report

GH reported that progress was being made on the concerns raised over marketing issues in particular the website and online booking system. A new website was scheduled to launch on 1 May 2015.

	<p><u>Marine and HE Strategies</u></p> <p>These matters were specific items on the agenda.</p>	
4.	<p><u>Appointment of Vice-Chair</u></p> <p>Nominations were sought to fill the position of Vice-Chair of the Committee.</p> <p>Resolved: That Mr David Byrne is appointed Vice-Chair for a period of 2 years from the date of appointment.</p>	
5.	<p>Quality Report</p> <p>Confidential item</p>	
6.	<p>Strategies - Marine and HE 2014-2017</p> <p>Members were reminded that the medium term strategies for both the Marine School and the Higher Education provision were under review. This committee reviewed the proposals at its last meeting and requested that an over-riding vision statement be made for each strategy. These strategies had also been presented to the full Board and the updates had been outlined.</p> <p>This vision statement mirrored the format of the existing College Mission and Values statements.</p> <p>Members discussed the updated documents. It was recommended that within the HE Strategy the mission statement should be reworded to show that the College's aim was to retain its position as a leader in the provision of higher education.</p> <p>Members suggested reviewing matters after the general election and take into account the vision statements of other colleges.</p> <p>Resolved: That the reports are agreed subject to the proposed change to the HE Strategy as detailed above.</p>	<p>GH</p> <p>GH</p> <p>GH</p>

7.	<p>Market report including enrolment update</p> <p>This report provided an update on the current outlook for Maritime and Higher Education programmes at South Tyneside College.</p> <p>The key issues highlighted were:</p> <ul style="list-style-type: none"> • The targets within the curriculum plan for 2014/15 for the long programme recruitment had not been fully met, with a shortfall of 2.8% of learners. • The targets for the short programme were mixed, with some over and under recruitment and this data would inform the curriculum planning for 2015/16 <p>GH stated that the Head of School was reviewing how the Engineering Knowledge could be re-scheduled in 2015/16 to reduce the large intakes and combining the Chief and Seconds academics would be undertaken, although this was not expected to receive positive student feedback.</p> <p>Q. Chief & seconds achievable? Yes – GH explained the College was aiming to provide courses that were commercially beneficial. Members discussed.</p> <p>Q. Run courses less frequently? GH - Tried this but not working.</p> <p>Resolved: That the report is received and accepted.</p>	
8.	<p>Curriculum planning report 2015-16</p> <p>Confidential Item</p>	
9.	<p>Equality and Monitoring Report</p> <p>The purpose of the report was to provide the committee with a report on the College's commitment to Equality and Diversity and provide an update of progress against actions identified in the previous report.</p> <p>GH provided an update on the report making reference to the following:</p> <ul style="list-style-type: none"> • Retention of male and female students was steady • Achievement of both male and female students was rising • There had been fall in the number of Indian students • The performance of Bangladeshi students was not as expected • Some students had encountered problems obtaining a visa to undertake a course at the College. Also a number of students who had been issued with a visa prior to the Christmas break had still not arrived. <p>Resolved: That the report is accepted.</p>	
10.	<p>Overseas visit reports</p> <p>Confidential item</p>	
11.	<p>Any Other Business</p> <p><u>Destination Survey of Learners (HE)</u></p> <p>There had been 206 responses to what had been a positive report. A full report was to be given at the next meeting.</p>	GH

	<p><u>Complaint</u></p> <p>A member sought clarification as to whether the complaint he had received had been resolved. It was explained that this matter had been addressed by GH.</p> <p>In terms of procedure the Clerk reminded governors that should they receive a complaint from a student or staff member, they should be referred to the Clerk who would direct them through the appropriate procedure. It was stressed that governors should not become personally involved as it could prejudice them for any potential future proceedings.</p>	
12.	<p>Identification of Confidential Items</p> <p>Resolved: That Item 5 - Quality Report, Item 8 – Curriculum Planning and Item 10 - Overseas visit reports, are to remain confidential.</p>	
13.	<p>Date and Time of Next Meeting</p> <p>It was noted that the next meeting was scheduled for Wednesday 20 May 2015 at 4.00pm.</p>	

Chair's signature:

Date: