LONDON CHURCHILL COLLEGE

Academic Board Meeting

Meeting Date: Tuesday 20th November 2018

Chair: Dr. Nick Papé

Minute taker: Ralph Brown

Time: 2-4 pm

Room: Principals Office

Signed off by the Chair: Yes

Agenda

1. **IN ATTENDANCE AND APOLOGIES**
2. **WELCOME BY THE CHAIR**
3. **MINUTES OF THE PREVIOUS MEETING (17TH JULY 2018)**
4. **MATTERS ARISING**
5. **MINUTES OF THE SPECIAL ACADEMIC BOARD (2ND NOVEMBER 2018)**
6. **MATTERS ARISING**
7. **PRINCIPAL'S REPORT (ORAL)**
8. **STUDENT EXPERIENCE**
9. **STUDENT ENGAGEMENT REPORT (WRITTEN) (HOSE)**
10. **REGISTRAR'S REPORT**
11. **RECEIPT OF REPORTS**
12. **FOR APPROVAL**
13. **TO NOTE**
14. **STAFF DEVELOPMENT (HOPAM)**
15. **PROGRAMME ANNUAL MONITORING 2017/18 PROGRESS**
16. **ENHANCEMENT ACTION PLAN**
17. **SELF-EVALUATION DOCUMENT (SED)**
18. **ANY OTHER BUSINESS (PREVIOUSLY NOTIFIED TO THE SECRETARY)**
19. **DATE AND TIME OF NEXT MEETING**
20. **FINAL ACTION POINTS**

1. In Attendance and apologies

Name	Job Title
Dr. Nick Papé (NP)	Principal (Chair)
Nazim Uddin (NU)	Interim Head of Quality Assurance
MWI Oli (MO)	Director of Studies
Gregory Clark (GC)	External Board Member
Shaima Preethi (SP)	Student Representative
Benon Chuk (BC)	Student Representative
Glen Delahaye (GD)	Senior Quality Assurance Officer
Rhyddhi Chakraborty (RC)	HND Health and Social Care Programme Leader
Mehfuzul Haque (MH)	HND Programme Manager
Abu Munsur Hossain (AMH)	HND Business Programme Leader
Ralph Brown (RB)	Registrar (Minute Taker)
Apologies for absence	
Syed Murshed (SM)	Director of IT and Monitoring
Rahaman Hasan (RH)	Head of Programmes and Academic Monitoring
Dr. Jo Cahill (JC)	External Board Member
Tim Priestman (TP)	Head of Student Engagement
Sisi Wang (SW)	HND Hospitality Management Programme Leader
Sraboni Sikder (SS)	Personal Tutor

2. Welcome by the Chair

2.1. NP stated that he was pleased to see two student representatives in attendance and he affirmed that we take great value in student representatives' participation and especially at the Academic Board, as it has hegemony over all academic matters for the College.

2.2 NP stated that Student Engagement will be a focus of our academic drive over the next month and we would therefore like to receive student feedback on their experiences at the College to help inform this.

2.3 NP welcomed External Board Member Gregory Clark (GC) and stated that we value and rely on the expertise that he provides.

3. Minutes of the Previous Meeting (17th July 2018)

3.1. The minutes were accepted as an accurate record [03].

4. Matters Arising

4.1. All actions arising from the minutes were confirmed as having been completed.

4.2.   NP advised for Action 4 that the PEG has agreed that a Staff Development Policy should be produced and that this will be presented to a future Academic Board for Approval.

4.3   NP advised that Action 6 was completed by TP and an enhanced allowance for Student Representative's attendance on Boards, Committees and other engagements has been approved.

5.   Minutes of the Special Academic Board (2nd November 2018)

5.1.   RB provided a brief overview of the proceedings of that meeting. It was noted that Action 1 on page 7 should be changed from COB to BoD. With this amendment the minutes were accepted as an accurate record [05].

6.   Matters Arising

6.1   There were no maters arising.

7.   Principal's report (oral)

7.1   The LCC Graduation Ceremony, keynote speaker Cllr Ken Clark, will be held from 11.30 am on Wednesday 12 December 2018 at Barclay Hall, we hope you can attend.

7.2   The Strategy/Enhancement document has been approved at BoD, AB and PEG and will be circulated to COB in time for December 2018 meeting

7.3   The Governance structure document has been approved at BoD, AB and PEG and will be circulated to COB (again) in time for December 2018 meeting

7.4   The Organogram chart has been approved at BoD, AB and PEG and will be circulated to COB (again) in time for December 2018 meeting.

7.5   The Senior Executive and NEM Booklet has been approved at BoD, AB and will be circulated to COB in time for December 2018 meeting; Fit-for-Purpose questionnaires have been circulated to all appropriate stakeholders and received back signed.

7.6   PEG QAA HER(AP) will be held w/c 28 Jan 2019.

7.7   QAA Concerns Investigations Action Plans agreed, outcomes to be reviewed in 6 above.

7.8   OfS Registration from 2019-2020: Application made.

7.9   OfS Annual Return 2017-2018 will be completed by end Oct 2018.

7.10   OfS New Course applications for Pearson programmes (1) HND in Social & Community Care (2) HND in Healthcare & Practice.

7.11   OfS new location (Barking) application made

7.12   DfE/OfS SNC 2018-2019 reduced to designation 421 students (from 518), 2019 no cap.

7.13   UoB L6 will be completed by end Dec 2018. Agreement terminated.

7.14 HR Offices: recruitment ongoing.

7.15 Prime KPIs: we are pleased to confirm the following achievements.

7.16 **2018 Overall College Performance**

	Term 1 (Jan)	Term 2 (Apr)
1. Attendance	56%	55%
2. Retention (over the whole course)	82%	90%
3. Assessment Submission	82%	87%
4. Pass Rate	80%	97%
5. Progression (from Y1 to Y2)	84%	90%
6. Awards Target [of those who completed the entire course]	54%	70%
7. DLHE (84%, annual computation)	0	0%

7.17 COB ToR Updated as V05.01 has been approved at BoD, AB and PEG and will be circulated to COB) in time for December 2018 meeting, including:

- Appointment of Prof David Bonner as Vice Chair

- Attendance quorum updated

- KPIs updated

8. Student Experience

8.1. BC stated that some students himself included have struggled to find work placement and that there is no clear guidance from the College available to advise students of any responsibilities they may have to find work placement. He suggested that the College should make clear from the outset to prospective students and to registered students as appropriate that finding work placement is their responsibility. The Board agreed that this guidance must be provided, and it was noted that the Public Information Management Group (PIMG) has this in hand as an operational matter from the next due intake in January 2019.

8.2. In further discussion there was uncertainty over what the expectation of the College's largest Work Placement provider (Barts Hospital) is of the College in terms of how learners are referred to them and it was agreed that TP would check this and confirm it to the next due Academic Board Meeting

Action 1: TP to check the agreement between Barts Hospital and the College to determine what their expectation is with regards to the provision of learners for Work Placement and inform the Academic Board on 19th March 2019.

8.3 BC and SP stated that since the clear progression route to Level 6 with the University of Bedfordshire ended, students in this position have a difficult decision to make over where they can best continue their further studies. From the two competitor Institutions in the area, the University of Cumbria has the better course offering but the University of Sunderland has the higher rating. They stated that it might be helpful if the College could provide some sort of Career advice for students seeking further study. TP agreed that he will look int this and report back to the Board.

Action 2: TP to determine what if any advice and guidance to College provides to students seeking further Level 6 study and report back to the Board.

8.4 BC and SP stated that poor attendance is still an issue and that stricter monitoring of it by tutors should take place with stronger penalties for persistent offenders. BC suggested that a cause could be the relatively early upload of EAGs as this causes some students to believe that they have enough information to enable them to work remotely without attending. He suggested that as a remedy, EAGs should be uploaded later. SP however did not agree with this point and she stated that EAGs do not contain all the information that students need and this serves to encourage attendance by those students who wish to receive the detailed input. NP stated that the early provision of EAGs was commended by the QAA as being good practice and the College does not want to alter that practice. SP stated that in her opinion, attendance is affected by both the late provision of timetables and compounded by unexpected changes to it on a termly basis and this forces students to have to re-arrange other commitments. SP recommended that the remedy was to provide timetables earlier and to guarantee that they will be fixed for the duration. NU asked MH to confirm whether this is in fact the case and MH confirmed that regrettably, timetables are subject to change between terms for logistical reasons.

8.5 NU requested that MH conducts a check of timetables issued to different cohorts and in subsequent terms to identify the extent of any variances and report back to

the next Academic Board Meeting for their consideration of any corrective measures that can be implemented.

Action 3: MH to conduct a comparison check of timetables issued to cohorts on all courses over several terms to identify the extent of any variances and to report back to the next Academic Board Meeting for them to consider any possible corrective measures.

8.6 BC stated that there have been some formatting issues where work is submitted to Turnitin and with the current two upload opportunities, students do not have the chance to correct it and he therefore asked whether students could be allowed three upload opportunities. RH recommended that students should only continue to work on their own saved version of their work and not the one uploaded to Turnitin as work could be subject to formatting changes. RH advised that the limit to only two upload attempts to Turnitin was recommended by the QAA and the College would be acting in defiance of it if it were to allow more.

9. Student Engagement Report (Written) (HoSE)

RB tabled a report from TP in his absence and this is shown below:

1. Introduction
Student Engagement addresses the College's Mission to: "encourage the widest possible participation of students both formally and informally, in education, leading to progression into employment or Higher Education, through fostering a culture of student employability, and continually seeking to expand our student numbers and our offering".

Employability in the curriculum and student engagement have both recently focussed on the QAA Review in January 2019.

2. Health & Social Care and the QAA Review
We are currently rearranging the Google drive to include all letter templates for students and other documentation. Eventually this will evolve into a manual.

We have a WBL room which is used during the week with filing and archiving of student records.

We are developing a form in the SMS that will hold all information on both interactions with students and with employers: letters sent and interactions with the work settings recorded. We are currently developing an Employer's Manual to clarify the role of employers with student work settings.

Training for those student engagement participants available will be in December 2018.

3. Student Engagement and the QAA Review

The Student Engagement Group had its first meeting in June and reports quarterly to PEG. There was a report in July and the next report will be in December for the PEG and for the KPIs in January.

RB tabled statistical data provided by TP showing the numbers of students in each group who have completed their 200 hours work experience, how many have gained work experience and how many are still looking for work experience. NP

stated that this data is encouraging, and it shows "Our Work Experience drive is paying dividends".

The Board noted this data and were satisfied that overall it does not reveal any areas for concern.

9.1 QAA Student Submission (Video and Written)

NP advised the Board that Student Representatives have produced a video [05.1] in support of their submission to the QAA and that this was entirely the students own work which was enabled by the College but with no input from the College. The video was screened to the Board. RB tabled the written element of the Student Submission for the interest of Board members [09.1]. Board members expressed their satisfaction with the student submission and congratulated student representatives and College staff on their efforts. There were no further points raised.

10. Registrar's Report

10.1. Complaints and Appeals for the Academic Year 2017/18

10.1.1 RB reported that overall there was a 23% reduction in complaints received between 2017/18 and 2016/17 from 26 to 20. From that total, 16 were course specific and out of those 14 were resolved at the informal stage and the remaining two at Stage 1. RB tabled statistical data on student complaints for the information of Board members.

10.1.2 RB reported that in 2017/18 a total of 7 student Appeals were received. From those, 2 were allowed and the remaining 5 were dismissed as not being valid appeals. However, from the 5 dismissed, in 2 cases, students remained dissatisfied and they chose to continue to Stage 2. On completion of the College's Appeals procedure in both cases, the students remained dissatisfied and as the Colleges internal procedures were exhausted, the Registrar issued those students with a 'Completion of Procedures' (COP) letter which allows them to refer their cases to the Office of Independent Adjudicator (OIA) or Pearson should they wish.

10.1.3 RB advised that during the 2016/17 academic year, there were no Appeals received from students. There could be several reasons for this including better communication provided to students of the procedure and clear guidance over how to use it. RB confirmed that to date, there is no indication that any student have approached the OIA.

10.2. 10.2 Additional Needs Support for Academic Year 2017/18

10.2.1 RB reported that during the 2017/18 Academic Year, there were no cases where new students had indicated they had Special Needs. There was one case carried forward from the 2016/17 Academic Year until they completed their course in March 2018 and there is one new case from the 2018/19 intake for which a 'Support Agreement Plan' has been made. RB confirmed that he will continue to make that check after each respective intake and he will provide his Annual Report to the Academic Board next summer. For the purposes of the 2017/18 Academic Year however, RB reported that there were no new cases.

11. Receipt of Reports

11.1. Quality Enhancement Steering Group (QESC) (30th October 2018)

11.1.1   RB reported that the last QESC considered several revised Policies and Terms of References to be recommended to the Special Meeting of the Academic Board on 2nd November 2018 for their approval in time for the expected 1st QAA document upload due on 7th November. In most cases, the Special Academic Board approved them subject to minor amendments and the detail is noted in the minutes. RB advised however that Academic Board was unable to approve the revised ToR for the Academic Board and for the College Oversight Board (COB) as they report to the Board of Directors (BOD). RB noted that these are dealt with under agenda items 12.3 and 12.4 of these minutes.

11.1.2   With reference to paragraph 6.1 of the minutes of the QESC [11.1], GC pointed out that it must be clear that although there are shared members between both the PEG and the QESC, any documents that are presented to both Boards must be given due consideration by each in accordance with their remit without any assumption that because they share members, it would be sufficient to only consider documents once. RB acknowledged this point and he stated that it was not the intention in that paragraph to suggest that documents won't be fully considered by both Boards and he confirmed that the document in this case, the 'Consolidated Action Plan' was duly considered by the QESC but in this case, it was agreed that any detailed discussion was not required.

11.1.3   With reference to paragraph 7.2.4 of the minutes of the QESC, GC stated that although the revised progression procedures report will be provided to the PEG as an operational body, the usual procedure for the approval of any revision to Policies and Procedures must be followed including providing them to the Academic Board for approval. RB confirmed that his report will go to the PEG for consideration on 4th December and that any subsequent revision to College Progression Policy will follow due process by going through both QESC and Academic Board for Approval next year.

11.2. Recruitment Admissions Committee (RAC) (10Tth October 2018)

11.2.1   RB confirmed that the RAC ToR has been updated to include the monitoring of 'Consumer Protection Law', and that this is now a standard agenda item of the RAC. The update to the ToR states;

> *"This committee also serves as the established forum for addressing issues raised and ensuring that discussions on Consumer Protection Law (CPL) issues are minuted and actions for improvement are passed on to PEG for operationalisation"*

11.2.3   RB confirmed that there were no matters of concern relating to CPL raised at the RAC, but he noted that some externally sourced training should be arranged and that he will take this matter up with the HoPAM.

11.2.4   GC noted that in the Final Action Points of the RAC minutes of 10th October 2018 [11.2], the deadline date for all actions is shown as being Wednesday 14th February 2018. It is a real concern that actions are not being resolved and are being carried forward. GC asked whether the RAC is overburdened? RB apologised to the Board for this error and

promised that it will be corrected immediately. He confirmed that issues are being dealt with and the deadline date should have read 14th February 2019. RB stated that he was not present at that meeting and that this was a proof-reading oversight.

11.3. Programme Committee Meeting (PCM) (17th October 2018)

11.3.1　MH confirmed that in respect of agenda item 6 of the PCM minutes [11.3] that refresher training on the student complaints procedure was provided to all staff by the Registrar during a recent All Staff Meeting.

11.3.2　MH stated that following a request from a student representative a copy of the student complaints flowchart has now been put on every classroom wall and on noticeboards at both campuses for the easy reference of students. MH stated that this was a quick and easy response to our 'You said we did' mantra.

11.3.3　MH confirmed that with reference to item 7.6, all the requests under the 'You aid we did' section have now been completed These included taking some of them to the PEG for further consideration. The PCM will continue to encourage suggestions and to monitor progress.

11.3.4　NP asked for clarification over the fifth comment in the listing *'Dissatisfaction with timetables and changes made'* which states that the PEG was not able to address this issue. MH stated that students want to keep to the class routine, but the College employs part time tutors whose availability cannot always be guaranteed. NP noted that this matter has been separately raised in this meeting by student representatives under agenda item 8 and there is an action associated with it. He stated that this is a matter that we must try to resolve in order to be able to better plan reliable timetables or the benefit of students.

11.4. Assessment and Progression Board (APB) (26th September 2018)

11.4.1.　RB provided a verbal report and tabled a supporting summary report to the Board.

11.4.2.　RB confirmed that all due Assessment and Progression Boards for the 2017/18 Academic Year took place and a comprehensive timeline showing preparation arrangements for planned Boards for 2018/19 has been made and agreed.

11.4.3.　RB stated that for 2018/19 there is a greater built in degree of complexity of arrangements as separate Progression and Completion Boards have been scheduled. This is partly in response to the tighter Pearson Progression regulation under RQF and it is to hold Progression Boards as early as feasibly possible in order to confirm progression arrangement to students sooner. RB stated that overall and including resubmission boards there were 11 Examination Board meetings in 17/18. RB stated that particular attention was given to ensure that Academic Offence Panel (AOP) Meetings and Mitigating Circumstances Pre-Boards were conducted in timely fashion. In addition, the Academic Quality Assurance Officer (AQAO) conducted random quality checks on several occasions and provided reports to the Registrar. A final improvement in 2017/18 was to schedule the Assessment Board in summer to take place in time to meet the College HESA reporting deadline of 31st July 2018. RB confirmed that this will be a continuing feature

in 2018/19 and that through his Progression Procedure report, he is making efforts to ensure that the conduct of Assessment and Progression procedures continues to

11.4.4. The AQAO had identified a couple of areas of concern following the resubmission Board of 26th September 2018. These concerned Progression regulations and Mitigating Circumstances procedures and he made the following recommendations;

- The Progression Policy should be revised to make it clearer.
- Where students had applied for Mitigating Circumstances after they had finished studying, the provision of supporting evidence from the student must be noted by the Board.

11.4.5. RB and RH have begun a review of Progression Procedures and they will provide their report to PEG on 4th December.

11.4.2 The External Examiner/SV Reports for 2018/19 are received and responses made. The Programme Annual Monitoring Reports will evidence these responses.

12. For Approval

12.1. Programme Modification Form

12.1.1 The Board noted receipt of a Programme Modification Form [12.1] in respect of a proposed change of pathway for HND Business from 'Management' to 'General'. The Board was informed that this change s required following the Awarding Body, Pearson conducting an 'Auto approval' exercise to enable centres to continue to offer courses that have been changed from the previous QCF to RQF specification.

12.1.2 RB noted that there was an action from the QESC for GD to provide a statement to the Academic Board to confirm that although the pathway changes to HND Business had not yet been approved by the AcB, it had received the necessary consultation from students and staff.

GD confirmed the following statement:

In addition to staff consultation and approval by the PEG, students were informed of the changes and were invited to a SEG meeting to discuss them. However, the process had been fast-tracked and as a result, although the Academic Board would receive notification of the changes, the changes would have already taken place by this time.

13. To Note

13.1. Chair's Action

13.1.1. NP confirmed that he had agreed by Chair's Action of the Academic Board to approve the proposal for the introduction from September 2018 of the Pearson Btec Level 5 Higher National Diploma (RQF) in Business (Entrepreneurship And Small Business Management) as a new specialist pathway for the existing Pearson BTEC Higher National qualification in

Business (RQF) programme [12.2; 12.2.1; 12.2.2; 12.2.3] This was noted by the Board.

13.2. College Oversight Board (COB) Terms of Reference (ToR)

13.2.1.   NP informed the Board that the COB ToR [12.3] has been approved by the Board of Directors. This was noted by the Board.

13.3. Academic Board (AcB)Terms of Reference (ToR)

13.3.1.   NP informed the Board that the Academic Board ToR [12.4] has been approved by the Board of Directors. This was noted by the Board.

14. Staff Development (HoPAM)

14.1. Staff Categories

14.1.1.   Academic Staff: Since January 2018 LCC is operating with 35 academic staff. Where 13 of them are with full-time and remaining 22 staff are with part-time contract.

14.1.2.   Non-Academic Staff: Since January 2018 LCC is operating with 30 non-academic staff. Where 22 of them are with full-time and remaining 8 staff are with part-time contract.

14.2. Expenditure

14.2.1.   LCC Workshops and events: Till the date of this report LCC has organised 6 internal trainings/workshops in the 2018 calendar year, targeting both academic and non-academic staff. Few of the internal workshops were delivered on multiple occasions to facilitate attendance of part-time staff.

14.3. Training:

14.3.1.   List of LCC workshops held:
- GDPR awareness
- SMS
- MS Excel
- MS Office
- PAMR Training
- Assessment standardisation
- Google Calendar

14.3.2.   External Workshops and events: Expenditure in this category: £13,049

Till the date of this report LCC has organised numerous external trainings/workshops in the 2018 calendar year, targeting both academic and non-academic staff. Few of the external workshops were delivered in LCC premises by trainer/facilitator from external bodies.

14.3.3.   List of external workshops:
- GDPR awareness
- Conference attendance by LCC staff
- Prevent (Online)
- Prevent (Council)
- HCP and SCW training by Pearson

- Advance HE
- Mentoring
- Exams officer
- Librarian (L3)
- Fire Marshall
- Cyber security
- Customer service
- IAG
- Business and Admin (L4)

14.4. Visits and Outings

In the 2018 calendar year, LCC arranged 2 outings for the staff. In the first outing staffs were taken to Leeds Castle, where LCC arranged workshops and activities to engage staff from different department. The second outing the staff will be taken to The Yarrow, a hotel in Kent run and managed by students of East Kent College. Staff are expected to write a group report on the experience on their return.

14.4.1.   Visit to the Leeds Castle: Expenditure for the outing: £0 (Student engagement budget facilitated the outing)

14.4.2.   Visit to Yarrow Hotel, Broadstairs: Expenditure for the outing: £1282

14.5. Advance HE

14.5.1.   In 2018 calendar year LCC has registered 16 academic staff members to gain Advance HE (formerly known as HEA) accreditation at different levels. To be precise at senior fellow level 1, at fellow level 10 and at associate fellow level 5 staff are registered and expected to gain accreditation within the first half of 2019. Expenditure in this category: £2800

14.6. Other

To date, LCC's accumulated expenditure for staff development is as follows:

- For academic staffs: £10581
- For non-academic staff: £6300
- Total expenditure to date: **£16881**
- Remaining budget: **£13119**

15. Programme Annual Monitoring 2017/18 Progress

15.1.1.   RB reported that we are currently in mid cycle to produce Programme Annual Monitoring Reports and that we are currently on track for the due provision of the completed reports to the next Academic Board Meeting on Tuesday 19th March 2019. RB confirmed that a timeline has been produced and approved and that he delivered a workshop to report authors on 6th September 2018. Necessary data is being provided and expected HESA related data will be provided over the next few days.

16. Enhancement Action Plan

16.1.1.   GD stated that nearly all actions have been progressed to final completion and that all academic elements are completed [15]. He recommended that this Action Plan can be considered complete and we can now move on the

next one to start next year which will be constructed in line with the new Quality Code. The Board agreed that this Action Plan may be considered completed.

17. Self-Evaluation Document (SED)

17.1. NP stated that this document was written by College staff and collated and considered by the PEG [16]. NP noted that this document has been updated subsequent to it being provided to the Board and he requested that members refer to it for historical purposes only. NP stated that we can be proud of the effort put into the SED and the result. It is comprehensive and as a College, it can be recommended that the SED provides a clear representation of what is provided to the College.

18. Any Other Business (Previously Notified to the Secretary)

17.1 RB confirmed that there were no matters previously notified to the secretary.

19. Date and Time of Next Meeting

19.1. The next full meeting of the Academic Board will take place on Tuesday 19th March 2019 at 2pm at the Whitechapel campus.

20. Final Action Points

No	Arising from	Action	Responsible	Deadline
1	Academic Board on 20th November 2018	Action 1: To check the agreement between Barts Hospital and the College to determine what their expectation is with regards to the provision of learners for Work Placement and inform the Academic Board on 19th March 2019.	TP	19th March 2019
2	Academic Board on 20th November 2018	Action 2: To determine what if any advice and guidance to College provides to students seeking further Level 6 study and report back to the Board.	TP	19th March 2019
3	Academic Board on 20th November 2018	Action 3: To conduct a comparison check of timetables issued to cohorts on all courses over several terms to identify the extent of any variances and to report back to the next Academic Board Meeting for them to consider any possible corrective measures.	MH	19th March 2019