

**CROYDON LEARNING AND QUALITY COMMITTEE MEETING**  
**Wednesday 25 November 2020 at 6.00pm**  
**Virtual Meeting**

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**MINUTES**

**Present:** Jean Cook (Chair)  
 Caireen Mitchell (Principal & CEO)  
 Penny Wycherley  
 Nigel Dias  
 Shyam Pillai (Student Governor, Croydon Campus)  
 Aida Mussa (Co-opted FE Student, Croydon Campus)

**Observer:** Tony Stevenson (Chair Elect)

**Attendees:** Angela Edwards, Vice Principal, Education and Quality  
 Fadia Clarke, Vice Principal, Training, Skills and HE

**Clerk:** Clare Mitchell, Director of Governance

<b>1.</b>	<b>Apologies for Absence</b>  No apologies for absence were received.
<b>2.</b>	<b>Declarations of Interest</b>  There were no declarations of interest.
<b>3.</b>	<b>Minutes of the Meeting held on 10 June 2020</b>  The minutes of this meeting were <b>agreed</b> as a correct record.
<b>4.</b>	<b>Matters Arising from the Minutes not on the Agenda</b>  The Committee <b>noted</b> the completed action list.
<b>5.</b>	<b>Croydon College Self Assessment Report 2019/20</b>  The VPE&Q summarised the self assessment and quality improvement planning processes that underpinned the 2019/20 SAR. All teams self-evaluated their work, whether or not it would be included within an Ofsted inspection. However, the focus of the Campus and College SARs was on those areas which Ofsted would be inspecting rather than full cost, HE and year 11 work, which was outside Ofsted's remit.  The evidence evaluated in the SARs was reviewed against Ofsted's Education and Inspection Framework introduced in September 2019. Exceptionally, centre



	<p>assessed grades (CAGs) had been used to award qualifications in 2019/20, as examinations had been cancelled due to the pandemic. As a result, there would be less focus on achievement rates in 2019/20 and this was reflected in the SAR.</p> <p>Attendance had improved across the College as a whole, but had not reached target. Lesson observations were positive at both campuses but the judgement of the snapshot review at the Coulsdon campus requires improvement. Student satisfaction was in quartile B for two schools at the Croydon campus. However, student satisfaction was in quartile D at the Coulsdon campus. Retention, pass rate and ALPs scores had improved across the College and internal progress was strong. Work experience and work related learning had improved significantly at the Croydon campus prior to the lockdown.</p> <p>The proposed grades for the Croydon campus were all 2s (Good) with the exception of apprenticeships and high needs learners. The proposed grades for the Coulsdon campus were 3s (Requires Improvement) with the exception of personal development, which was graded as 2. The Coulsdon campus was significantly smaller than the Croydon campus and the overall proposed grades for the College were 2s in all areas apart from apprenticeships and high needs learners.</p> <p>Committee members praised the SAR and the rigorous processes that underpinned it. It was proposed that the commentary in the SAR should be strengthened in terms of the support that the College had provided to vulnerable students, particularly during the first lockdown. There should also be a clearer acknowledgement that some teaching at the Croydon campus required further improvement. Students' progress within the year should be also be included.</p> <p>The Committee noted that the Coulsdon campus SAR was being reviewed to see whether it should be strengthened in terms of the pastoral support provided to vulnerable students, particularly during the pandemic.</p> <p><b>Action: VPE&amp;Q to amend the College SAR in line with the Committee's comments and any changes to the Coulsdon campus SAR prior to the Board meeting on 9 December 2020</b></p> <p>The Committee asked for clarification of how some statements within the SAR would be evidenced e.g. teachers having high expectations of students. The VPE&amp;Q reported that the student survey asked students for their view on whether they received sufficient challenge. Student progression rates also provided hard evidence. The College had also moved to new curricula as soon as they were available. During any inspection, Ofsted would discuss statements such as this with staff, students and Governors to triangulate the information in the SAR.</p> <p>The Committee <b>recommended</b> the Croydon College SAR to the Board for approval.</p>
6.	<p><b>Key Issues for the Committee to Consider</b></p> <p>The VPE&amp;Q introduced the paper under the following headings:</p> <p><u>Current response to Covid</u></p>



The VPE&Q outlined the measures that were being taken to protect students and staff. The processes for identifying close contacts of positive cases were now robust and swift. Although a number of students and staff had tested positive, there was no evidence so far of any transmission within the College. The students present at the meeting indicated that they had been reassured by the measures that the College had introduced. The FE Student President asked that students were made more aware of the procedures that they needed to follow. The VPTSHE stated that safety videos were available on the website. Requirements such as wearing masks in communal areas of the College were being reinforced by another set of tutorial slides which were being circulated.

#### Update on enrolment and student numbers

For the first time, enrolment had taken place almost completely online. 124 additional 16-18 years olds had been enrolled and the enrolment targets had been exceeded for adults with waiting lists for some courses. HE enrolments were on target. There had been a significant increase in the number of students on EHCPs. The Council had indicated that it was committed to supporting high needs students despite its financial crisis. Numbers had increased on ESOL, health and social care and motor vehicle courses. There had also been an increase in the number of Year 12 students at the Coulsdon campus. The ESFA had now confirmed that it would not be funding in year growth below the threshold of 200 additional enrolments. If necessary, additional classes and teachers would need to be provided within the current budget.

#### Update on progress with the key improvement strategies outlined in the College SAR

Attendance and punctuality required further improvement. Attendance was currently at 78%. It was unclear whether Covid was discouraging students from attending College. Where a student was self-isolating this should now automatically be marked on registers for all the classes the student was due to attend and should not impact on attendance figures. The highest rates of attendance were in the School of Business, Community and Access and best practice in this area would be used elsewhere. Each Head of School had been asked for a specific action plan to improve attendance.

The "at risk" report was now available at the Coulsdon Campus to identify students at risk of underperformance. Curriculum managers were clear on the types of students who had traditionally underperformed and actions were in place in their quality improvement plans to address this. Training was taking place for teams on unconscious bias training, which was praised by the Committee. A full complement of Student Services staff was now in place. This included specialist staff to directly support students with autism, speech and language and/or specific language difficulties such as dyslexia. There had been a clear increase in the number of students reporting mental health issues. Unfortunately, recruitment to a full time Mental Health Practitioner posts had so far been unsuccessful. 20 student representatives had also been offered a place on a peer coaching programme.

There was a continuing focus on the improving teaching and learning (TLA) and student satisfaction, particularly at the Coulsdon campus. Pace and challenge was an area which required improvement at both campuses. Teaching staff needed training on alternative methods of undertaking checks on learning as Covid restrictions meant that teachers could not physically interact with students in the same way in class. Student representatives were in place at both campuses and



	<p>the VPE&amp;Q thanked them for their engagement. The first student survey of the year had just closed. The response rate was 52%, lower than the 60% aimed for, but sufficient to provide robust data. Overall, student satisfaction had increased but there were areas where student satisfaction was lower such as HE and art and design courses. There had been some evidence of improvement in the responses from students at the Coulston campus but they remained in quartile D.</p> <p>The VPE&amp;Q outlined the measures being taken to develop all aspects of the student programme, talent management initiatives for staff and measures being taken to streamline core processes and reduce staff workload where possible.</p> <p><u>Update on the Strategic College Improvement Fund project</u></p> <p>The VPE&amp;Q reported that the project had been extended into the first term of 2020/21 by the ESFA and provided an update on the eight workstreams.</p> <p>The Committee <b>noted</b> the actions being taken to meet the KPIs and asked for further evidence of the impact of actions, particularly in relation to attendance. Performance data would be brought to the March 2021 meeting to provide confidence that the KPIs would be met.</p>
7.	<p><b>Operational and Quality Improvement Plan 2019/20 Update</b></p> <p>The Committee <b>noted</b> the Operational and Quality Improvement Plan (QIP) Update.</p>
8.	<p><b>Annual Compliments and Complaints Report 2019/20</b></p> <p>The Committee <b>noted</b> the Annual Compliments and Complaints Report 2019/20.</p>
9.	<p><b>Safeguarding Annual Report 2019/20</b></p> <p>The Committee <b>noted</b> the Safeguarding Annual Report for 2019/20</p>
10.	<p><b>Policies</b></p> <p>i Learning and Quality Framework and Policy</p> <p>The Committee <b>approved</b> a number of minor amendments to the Framework and Policy, and the inclusion of sections on the role of Governors and Students.</p> <p><b>Action: VPE&amp;Q to include section on the role of Governors and Students in the revised Learning and Quality Framework and Policy</b></p> <p>ii Safeguarding Policy</p> <p>The Committee <b>recommended</b> the proposed changes to the Board for approval and noted that the IHR definition of anti-Semitism would be included in the version presented to the Board.</p>
11.	<p><b>Higher Education (HE)</b></p> <p>i <u>Notes of the HE Group meeting on 1 July 2020</u></p>



	<p>The Committee <b>noted</b> the notes of the meeting.</p> <p>ii <u>Notes of the HE Group meeting on 14 October 2020</u></p> <p>The Committee <b>noted</b> the notes of the meeting.</p> <p>iii <u>HE SAR 2019/20, Operational and Quality Improvement Plan (OQIP) 2020/21 and B3B Action Plan 2020/21</u></p> <p>The VPTSHE informed the Committee that the HE SAR and the QIP for 2019/20 were reviewed at the HE working group meeting on 14 October 2020. The key strengths of the HE provision were noted. Of the 22 actions in the OQIP for 2019/20, 19 had been completed and three were either not completed or only partially completed. Two of these actions had been placed on hold due to the pandemic and were carried over to the OQIP for 2020/21. The College had met its targets in relation to attendance, NSS outcomes, increased L3 to HE progression and improved overall provision outcomes.</p> <p>The OQIP included the OfS B3 Improvement Plan, which would stay in place until the Quality Assurance Agency had conducted a review of HE provision at the College. The key targets for 2020/21 were centered on the OfS' key performance measures relating to delivering a material improvement in student outcomes, continuation rates and differential outcomes for students with different characteristics, as well as improving the rate of graduate progression to professional and managerial jobs and postgraduate study.</p> <p>The Committee asked for its thanks to be passed to the Head of HE for the comprehensive paper and the work that it represented. A buddying system between L3 students and HE students at the College to encourage internal progression was suggested but the practical difficulties of arranging this during the pandemic were recognised.</p> <p>The Committee <b>recommended</b> the SAR for 2019/20 and the OQIP for 2020/21, including the B3B action plan, to the Board for approval.</p>
<p>12.</p>	<p><b>Apprenticeship Minimum Standards Improvement Plan</b></p> <p>The VPTSHE reported that the College had received a second letter from the ESFA in October 2020 confirming that the College would not be issued with the Notice to Improve in relation to the performance of its apprenticeship provision but would be placed under light touch monitoring. The College was required to produce an improvement plan demonstrating that immediate action would be taken to bring significant and sustained improvement to the apprenticeship provision which had failed the minimum standards in 2018/19 by 23 November 2020. The College was also required to provide updates on the implementation of the improvement plan by 31 January 2021.</p> <p>Apprenticeship performance in 2019/20 had improved with only 25% of apprentices on courses with performance below 62%. The 25% comprised 19 apprentices, of which six were on provision that was now closed. The VPTSHE outlined the actions that would be taken to improve the timely completion of apprenticeships as set out in the OQIP for the apprenticeship area in 2020/21. The apprenticeship department would remain under "intensive care" until the overall achievement rate was at least 70% and the timely achievement rate was at 60%.</p>



	<p>The Committee <b><u>discussed</u></b> the report.</p> <p><b>Action: VPTSHE to send the Committee a copy of the progress update on the implementation of the apprenticeship improvement plan required by the ESFA by 31 January 2021</b></p>
13.	<p><b>Committee Risk Register</b></p> <p>The Committee <b><u>noted</u></b> that the risks highlighted in the risk register had been discussed during the course of the meeting.</p>
14.	<p><b>Committee Self Assessment</b></p> <p>The Committee <b><u>noted</u></b> the self assessment and <b><u>agreed</u></b> to rate its performance as good.</p>
15.	<p><b>Committee Terms of Reference</b></p> <p>The DoG indicated that some amendments to the Committee’s terms of reference would be needed to reflect proposed changes to the operation of the Coulston LQC. These would be brought to the next meeting.</p> <p><b>Action: DoG to bring revised terms of reference for the Croydon LQC to the next meeting</b></p>
16.	<p><b>Dates of Future meetings</b></p> <p>The Committee <b><u>noted</u></b> the dates as follows:</p> <p>Wednesday 10 March 2021 Wednesday 16 June 2021</p>
17.	<p><b>Other Business</b></p> <p>There were no items of other business.</p>

Signed Chair .....

Date: