



Croydon  
College



COULSDON  
SIXTH FORM COLLEGE



Croydon  
University  
Centre

**CROYDON LEARNING AND QUALITY COMMITTEE MEETING**  
**Wednesday 16 June 2021 at 6.00pm**  
**Virtual Meeting**

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**MINUTES**

**Present:** Jean Cook (Chair)  
Caireen Mitchell (Principal & CEO)  
Soumick Dey  
Andy Wilson  
Shyam Pillai (Student Governor, Croydon Campus)  
Lucia Guetcherian (Staff Governor, Croydon Campus)

**Attendees:** Angela Edwards, Vice Principal, Education and Quality  
Fadia Clarke, Vice Principal, Training, Skills and HE  
Martin Silverwood, Head of Learning and Quality

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

<b>1.</b>	<p><b>Apologies for Absence</b></p> <p>Apologies for absence were received from Aida Mussa (Co-opted FE Student, Croydon Campus). The Chair welcomed Soumick Dey and Andy Wilson to the Governing Body and their first meeting of the Croydon LQC. The Head of Learning and Quality was congratulated on his appointment as VPE&amp;Q from September 2021 and Soumick Dey was congratulated on his appointment as Chief Executive of the Collegiate Trust from September 2022.</p>
<b>2.</b>	<p><b>Declarations of Interest</b></p> <p>There were no declarations of interest.</p>
<b>3.</b>	<p><b>Minutes of Meetings</b></p> <p>The minutes of the meeting held on 10 March 2021 were <b>agreed</b> as a correct record.</p> <p>The VPE&amp;Q informed the Committee that since the March 3meeting, the results of the snapshot review for the School of Business, Community and Access had been reviewed and had been re-assessed as outstanding.</p>
<b>4.</b>	<p><b>Matters Arising from the Minutes not on the Agenda</b></p> <p>The Committee <b>noted</b> the completed action list.</p>
<b>5.</b>	<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>Progress with the key improvement strategies towards achieving KPIs</u></p> <p>The VPE&amp;Q reported that attendance for the College as a whole was now 76% rather than 77% as quoted in the paper; with 79% attendance at the Croydon</p>

Campus and 72% at the Coulsdon Campus. There was no particular pattern; some Schools had had higher attendance during lockdown and this had dropped with the return to onsite teaching and vice versa. Some courses such as hair and beauty had had high attendance throughout. The gaps in attendance by disadvantage were narrowing at the Croydon Campus. There was still a gap in the level of attendance for looked after children, but this had narrowed at the Croydon Campus. Care leavers had the lowest level of attendance of all the disadvantaged groups.

College data on QTAGs was now available following rigorous moderation. There was a 98% pass rate for A levels and 94% pass rate for BTECs at the Coulsdon Campus. The Croydon Campus had an 86% achievement rate for those qualifications where QTAGs were being awarded. However, achievement data for the Croydon Campus was not yet complete as examinations were still taking place in some subjects e.g. key skills. At GCSE there was a significant increase in the percentage of students achieving high grades across both campuses; particularly in English.

A new team of Teaching and Learning Mentors (TLMs) had been appointed. The VPE&Q presented the outcomes of the snapshot reviews. Only two areas, creative arts and apprenticeships, had been graded as requires improvement. This was a deterioration for creative arts, which had been graded as good in 2019/20. All areas had had a snapshot review in 2020/21 and the aim was to review all areas each year. This had not been possible in 2019/20 because of the timing of the first lockdown. The focus of the snapshot reviews was likely to change from year to year. In addition to the assessment of teaching and learning that took place as part of the snapshot reviews, all teachers were observed annually by their manager, usually in the autumn term, and this fed into their appraisal and development plan.

The VPE&Q presented the overview of the results from the May 2021 QDP student survey. The response rate had not yet reached the 60% target but it had improved. The results from the Croydon Campus were particularly strong; mainly in Quartile B. The results for the Coulsdon Campus showed improvement in some areas but remained mainly in Quartile D. This meant that the overall ratings for the College were in Quartile C. The results from the QDP survey usually matched the feedback from students received as part of the snapshot reviews and would form part of the evidence to support the SAR for 2020/21.

The KPIs would be updated for achievement. The KPI for attendance was too low but this was not impacting on retention, which was above target as were the projected ALPS scores. The KPI for the student survey results would remain amber as the scores for the College as a whole for teaching and learning were in Quartile C.

#### Next steps in the Learning and Quality Framework

The VPE&Q set out the opportunities for Governors to become involved at school and campus level through attendance at progress and validation reviews. The VPE&Q confirmed that the end of year reviews would now take place online as social distancing restrictions remained in place. Student focus groups would no longer form part of these reviews for the same reasons. Student feedback from the snapshot review and the QDP survey would be used instead. The Committee emphasised the importance of Governors being involved in the validation of the SAR at school/campus level in 2020/21

	<p><b>Action: P&amp;CEO and Head of Learning and Quality to ensure that Governors are involved in the validation of the SAR at school/campus level in the Autumn of 2020/21</b></p> <p>The College was planning for its Ofsted inspection, which was expected within three year of merger i.e. by February 2022. However, Ofsted had a backlog of inspections because of Covid and it wasn't yet known whether this timescale would change. It was important that Governors were familiar with the SAR and the content of the key issues report in preparation for an Ofsted visit.</p> <p>The Committee <b>noted</b> that the information provided on plans to reduce wastage and provide a successful start to the new academic year, would be discussed under Item 13.i as a deep dive into a specific risk.</p> <p>The Committee <b>discussed</b> the key issues identified in the report. The Committee highlighted the importance of streamlining the information presented and highlighting the key points in order to get the best contribution from Governors.</p> <p>The P&amp;CEO committed to work with the Head of Learning and Quality to set dates for Governors to observe teaching and learning for the whole of 2021/22 at the start of the year.</p> <p><b>Action: P&amp;CEO to work with the Head of Learning and Quality to set dates for Governors to observe teaching and learning for the whole of 2021/22 at the start of the year</b></p>
6.	<p><b>Student Governor's Report</b></p> <p>The Student Governor reported that he had now completed his degree. He and the other L6 students had felt they had been supported very well in terms of careers and employability information and advice as well as academically. He had also spoken to some L4 students. The majority of them had felt well supported through the online learning during the second lockdown. However, they hoped to be back onsite for the second year of their degree so they could have greater interaction with their fellow students and lecturers.</p> <p>The Committee <b>noted</b> the Student Governor's report.</p>
7.	<p><b>ESFA Non Londoners Adult Education Rationale</b></p> <p>The VPTSHE reported that the ESFA now required Colleges to update their subcontracting rationale before 31 October of each year. The proposed amendments to the rationale for 2021/22 were presented to the Committee.</p> <p>The Committee asked about the range of qualifications delivered by the College's subcontractor, The Skills Network (TSN). The VPTSHE responded that TSN delivered a range of L1 and L2 qualifications in subjects approved by the College. The majority of courses were care related, with some business and customer service courses. The College was working to ensure there were opportunities for students to progress to L3 in these subjects at the College.</p> <p>The Committee queried why the plan to phase out subcontracting by 2022/23 had been amended. The VPTSHE reported that the ESFA's rules now allowed Colleges to continue to subcontract up to 25% of their funding and this would be College's position in 2022/23. The College's aim was to move away from subcontracting</p>

	<p>completely but some flexibility was needed while the College developed its own provision for non-London AEB.</p> <p>The Committee <b>recommended</b> the changes to the subcontracting rationale for 2021/22 to the Board for approval.</p>
8.	<p><b>Operational and Quality Improvement Plan 2020/21 Update</b></p> <p>The Committee <b>noted</b> the Operational and Quality Improvement Plan (QIP) Update.</p>
9.	<p><b>Safeguarding Interim Report (whole College)</b></p> <p>The Committee <b>noted</b> the Safeguarding Interim Report. The P&amp;CEO reported on a recent issue involving one of the College's students. The safeguarding team were working with his fellow students and security patrols had been stepped up around the College.</p> <p>The Chair reported that in her view as Lead Governor for Safeguarding, the College had very thorough processes in place.</p>
10.	<p><b>Higher Education (HE)</b></p> <p>i <u>HE Update including HE OQIP and OfS B3B Action Plan</u></p> <p>The VPTSHE updated the new members of the Committee on the registration conditions imposed on the College's HE provision by the Office of Students (OfS).</p> <p>Most of the actions on the HE OQIP were now closed and the snapshot review of HE provision had been graded as good. Attendance was above target. The level of interaction within online teaching had increased significantly during the second lockdown. However, staff were aware that students were now keen to return to face to face learning.</p> <p>Continuation rates were improving. 17 students had withdrawn in 2020/21 compared to 65 the previous year. Resubmission rates had also dropped. HE was close to meeting its income target. The College would be informed by mid-July if HE provision was to be inspected by the Quality Assurance Agency in 2021/22. The Chair commented on the positive progress in this area.</p> <p>The Staff Governor, also an HE course leader, commented that the 2020/21 cohort of HE students were stronger. This demonstrated that students were being chosen with particular care to ensure their suitability for the relevant course and to increase the likelihood that they would continue and complete their studies successfully.</p> <p>LSBU was now competing with the College for local HE students; particularly in the area of nursing. However, the NMC had now approved the delivery of the University of Roehampton's (UoR) nursing degree at Croydon College from September 2021 and places were significantly oversubscribed. There were plans to deliver further HE courses with the UoR.</p> <p>The Committee <b>recommended</b> the update on the improvement plan for ongoing condition B3B to the Board for approval</p>

	<p>ii <u>Review of Sexual Misconduct and Harassment Policies</u></p> <p>The VPTSHE reported that the OfS had asked all HE providers to review their sexual misconduct and harassment policies before the end of the 2020/21 academic year against a statement of expectations published by the OfS.</p> <p>This review had been undertaken by the Director of Student Support Services and the Head of Higher Education. The review concluded that all policies were up to date, clear and accessible, and that students were offered effective pastoral support. In addition to current reporting processes, a new reporting mechanism would be adopted to allow students to report sexual violence and harassment incidents. This was being implemented in direct response to this review and staff feedback from an AOC webinar on sexual violence in April 2021.</p> <p>The Committee <b>noted</b> the outcome of the review and the additional action being taken</p>
<p><b>11.</b></p>	<p><b>Apprenticeships</b></p> <p>i <u>Apprenticeships Update</u></p> <p>The VPTSHE reported that the in-year overall achievement rate was strong and the provision was on track to meet its end of year overall achievement target.</p> <p>However, while the achievement of STEM apprentices was good, there were issues with both overall and timely achievement for the professional apprenticeship provision. Many of these apprentices were employed by SMEs who had been adversely impacted by the pandemic.</p> <p>The income target for 2020/21 had not yet been met. This was an area that needed to grow and to increase its contribution to the College's central costs. Repeat business from existing employers was strong but more links needed to be generated with new employers, mainly SMEs.</p> <p>The Committee asked about the plan to address the challenges in this area of the College's provision. The VPTSHE responded that she was now confident in the quality of the provision. The next step was to speed up the improvements in recruitment and building relationships with employers. The resources to do this were now in place and a new Head had been appointed to manage this area. However, SMEs, which made up the majority of employers in the Croydon area, had been hit hard by Covid and this might impact on their ability to take on new apprentices.</p> <p>The Committee <b>discussed</b> the report and <b>noted</b> the updated OQIP for apprenticeship provision in 2021/22 and the areas identified for improvement.</p> <p>ii <u>Apprenticeships – Minimum Standards</u></p> <p>The VPTSHE reported that ESFA had imposed additional conditions of funding as a result of all age apprenticeship provision having fallen below the minimum standard required for 2018/19. The Committee <b>noted</b> that the ESFA had now written to the P&amp;CEO confirming that it was satisfied with the College's progress in this area and that these additional conditions were now lifted.</p>
<p><b>12.</b></p>	<p><b>Policies</b></p>

	<p>The VPTSHE presented minor amendments to the following policies ahead of the new academic year:</p> <ul style="list-style-type: none"> <li>i Learning and Quality Policy</li> <li>ii Learning and Quality Framework</li> <li>iii Positive Behaviour Policy and Procedure</li> </ul> <p>The Committee raised a question about whether Governor involvement in the Positive Behaviour Policy and Procedure would be appropriate e.g. at the level of an appeal. The P&amp;CEO confirmed that she had responsibility for hearing appeals under this policy. It was agreed that Governors should be provided with an annual report on the use of the policy; including the number of students who had been excluded and the number of appeals against decisions and that an equality analysis of this data should be conducted.</p> <p><b>Action: Head of Learning and Quality to bring an annual report to the Croydon LQC on the use of the Positive Behaviour Policy, including the number of students who had been excluded and the number of appeals against decisions. An equality analysis of this data should be conducted.</b></p>
13.	<p><b>Committee Risk Register – Strategic Risks 1, 3 and 4.2</b></p> <p>The Committee <b>noted</b> the updates to the risk register. The majority of the risks highlighted in the risk register had been discussed during the course of the meeting.</p> <p><u>Deep dive discussion</u></p> <p>The VPE&amp;Q highlighted the risk that students withdrew from their course(s) within 42 days of enrolment. Approximately 10% of students enrolled on courses withdrew before 42 days. This was a wasted opportunity for the student and the College did not receive any funding for these students, despite having already expended significant resources on enrolling them and settling them in at the start of term.</p> <p>This Committee <b>noted</b> that this risk was currently green and the actions that were being taken to improve students’ experience of the start of the academic year, which should boost attendance as well as reduce the numbers of students withdrawing early. Work was taking place to ensure that staff understood that the first six weeks of term was not an opportunity to remove learners who they found challenging, but to work with them to settle them onto a course that was right for them. It was also important that students had the opportunity to socialise with each other and make friends at the start of the term as this would also assist with retention.</p>
14.	<p><b>Review of Committee Terms of Reference</b></p> <p>The Committee <b>recommended</b> the amendment to its terms of reference relating to risk to the Board for approval.</p>
15.	<p><b>Post Meeting Evaluation</b></p> <p>Members were asked to send any comments on the meeting to the DoG or the Chair.</p>

<p><b>16.</b></p>	<p><b>Dates of Future meetings</b></p> <p>The Committee <b>noted</b> the dates as follows:</p> <p>Wednesday 24 November 2021  Wednesday 16 March 2022  Wednesday 29 June 2022</p>
<p><b>17.</b></p>	<p><b>Other Business</b></p> <p>The P&amp;CEO noted that this was Jean Cook's last meeting as Chair of the Committee. Jean had chaired the LQC since June 2016 and the P&amp;CEO thanked her for her support and for keeping students at the heart of the LQC's work.</p> <p>The P&amp;CEO noted that this would also be the VPE&amp;Q's final LQC meeting as she was retiring in the Summer. The P&amp;CEO thanked her for her hard work and the progress that had been made during her time at the College.</p> <p>The Chair thanked the VPE&amp;Q and VPTSHE for their support.</p>

*Approved as an accurate record by the Croydon College LQC at its meeting on 10 November 2021*

*Clare Mitchell  
Director of Governance*