

## UCEN Manchester Board

Minutes of the meeting held on Friday 22 November 2019 at 10am in Room OP116/117

Present: Kimoni Bell, Cllr John Hacking (Chair), Katrina Michel, Cllr Sue Murphy CBE, Lisa O'Loughlin (Principal), Beth Rockey, Peter Winter

In Attendance Rachel Curry (Deputy Principal), Jennifer Foote MBE (Company Secretary and General Counsel), Susan Holden (Director of Quality, Standards and Strategic Partnerships), Lindsey Johnson (Vice Principal Curriculum and Support), Christine Kenyon (Deputy Principal), Edward Lack (Group Director of Quality), Kile Moyana (Assistant Company Secretary and Legal Officer), Debbie Sanderson (Divisional Finance Director College and Income Team) and Michael Walsh (Vice Principal and HE Dean)

*No declarations of interest were received.*

*The Board welcomed Beth Rockey to her first UCEN Manchester Board meeting as a Student Governor.*

### Part A

30/19	<p><b>Part A minutes of the meeting of the UCEN Manchester Board held on 21 June 2019</b></p> <p>The Part A minutes of the meeting of the UCEN MCR Board held on 21 June 2019 were received and approved as an accurate record.</p>
31/19	<p><b>QAA Quality and Standards Review Update</b></p> <p>The Vice Principal and HE Dean presented to the Board a detailed update on the QSR review recently concluded. Members were briefed on the context. The review employed an evidence based research methodology that assessed prescribed, classroom non-prescribed and online non-prescribed HE provision. The visit and the stages undertaken was explained. Additional evidence to support examples highlighted during the review meetings was provided. The main themes that emanated included the student feedback loop, academic practices such as timetabling, and the complaints procedure in its entirety. The review focused on the student support systems and the 15 day turnaround of complaints handling was tested. The review team was impressed by the evidence provided that reflected compliance with the 15 day turnaround. Evidence requested was provided in sufficient detail. It was confirmed that the outcome would be either 'meet' or 'does not meet' the conditions set out within the Quality Code thus having a fundamental impact on the continuation of registration with OfS. It was confirmed that a draft report of findings would be provided by the review team however there was no indication of when the final report would be received. The consequences of failing to meet the</p>

	<p>conditions could potentially result in an action plan from OfS and deregistration. Principalship highlighted the outstanding input of the team across the board. The Principal expressed special thanks to the Vice Principal &amp; HE Dean for coordinating the above efficiently across the Group.</p>
<p><b>32/19</b></p>	<p><b>UCEN Manchester SED 18/19 &amp; QIP 9/20</b></p> <p>The Board received the above for consideration and scrutiny. A comprehensive evaluation of the curriculum portfolio was illustrated. The improvement in NSS outcomes had boosted the satisfaction rates, positioning the provision above the benchmark. The key areas of improvement included achievement rates, timeliness of feedback, and middle management leadership development and accountability. In response to a query on achievement gaps between Black and Asian students, it was clarified that data was derived from achievement rates and that focus groups had been employed to ascertain the levels of perception on participation.</p> <p><b>RESOLVED</b> that the UCEN Manchester QIP 2019/20 be approved.</p>
<p><b>33/19</b></p>	<p><b>NSS Update</b></p> <p>The meeting received the NSS outcomes report for 2018/19. The overall positive picture was evidenced. The two main contributory factors to the success were also outlined. These were: the NSS process had been better managed and enhanced student engagement had strengthened the satisfaction rates. Every indicator had improved on satisfaction levels, positioning the provision above the benchmark. Members reflected that more work was to be done on the small courses such as FD Software Development and Special Effects Make-up Artistry. The Board was pleased to note the significant improvement but also acknowledged that the positive outcomes needed to be sustained going forward.</p>
<p><b>34/19</b></p>	<p><b>Update from Academic Board</b></p> <p>An update from the Academic Board was provided to the Board. Principalship drew the attention of the meeting to item 12 of the minutes which confirmed that the 5 year plan to OfS had been successfully submitted and approved. Positive feedback had been received from OfS. It was confirmed that a series of actions and interim progress would be reviewed in January 2022.</p>
	<p>-----      Chair</p> <p>-----      Date</p>

The meeting closed at 13:08pm