

## Board of Management Performance & Nominations Committee

<b>Date of Meeting</b>	<b>Monday 8 August 2022</b>
<b>Paper No.</b>	<b>PNC1-E</b>
<b>Agenda Item</b>	<b>4.3</b>
<b>Subject of Paper</b>	<b>External Scrutiny of College Performance</b>
<b>FOISA Status</b>	<b>Disclosable</b>
<b>Primary Contact</b>	<b>Jon Gray, Director of Excellence</b>
<b>Date of production</b>	<b>2 August 2022</b>
<b>Action</b>	<b>For Discussion/Decision</b>

### **Recommendations:**

The Committee is asked to note that the College continues to successfully meet the quality and compliance expectations of external scrutiny bodies.

#### **1. Purpose of Report**

This report provides an update on how well the College is meeting the quality and compliance expectations of external scrutiny bodies.

The report also details improvements Performance have made to ensure our tracking of compliance for accreditations and recertifications is more robust.

## 2. Key Insights

Annually, the City of Glasgow College is reviewed against 17 different quality frameworks and standards. Some of these are essential to the operation of the college, for example, the requirement to achieve the British Standards Institute ISO 9001:2015. Others are aspirational, for example, maintaining and increasing our EFQM (European Framework for Quality Management) rating.

In meeting our obligations, and ensuring a successful outcome, it is the role of the Performance Team to ensure:

- College quality systems are robust when subject to audit.
- College policies and procedures are flexible to be able to meet the requirements of a wide range of quality assurance frameworks.
- Action plans arising from an audit, are developed, tracked and resolved quickly.

Meeting the needs of the different scrutiny bodies is a significant undertaking, involving the preparation of internal verification processes, management and support to audits, as well as the ongoing maintenance and management of standards.

For 2022/23, the planned improvements are as follows:

- Assigning the Compliance Manager as a central College contact (retaining all existing Faculty contacts) for all external accreditation bodies.
- Obtaining copies of all quality assurance arrangements for all external accreditation bodies.
- Aligning Performance Coordinators to each recertification for audit planning and monitoring purposes.

The table overleaf presents a summary of the current performance against all the external audits that take place on a recurring basis.

### **3. Finance & Resource Implications**

The costs of external scrutiny are met within existing budget commitments.

Investment in the maintenance of these systems and processes helps to reduce the financial and operational consequences of non-conformity, mitigating the risk of disruption to the continuity of commercial contracts and business relationships.

	Organisation	Standard or Framework Audited	Visit Date/ Duration	Outcome	Contact	Frequency	Copy of Previous Report	Next Audit Visit
1	Association of Accounting Technicians (AAT)	AAT Quality Framework	February 2022/ 1 Day	Compliant	Chris Colvin	Yearly	<a href="#">Report</a>	February 2023 – Date TBC
2	British Council	Accreditation UK	6th July 2022 - Compliance only, online inspection	Continued accreditation	David Cullen	Every 4 years	<a href="#">ASAC Results Letter</a>	2026 – date TBC
3	British Standards Institute (BSi)	ISO 9001:2015	November 2021/ 3 Days	Compliant	Jackie McCormick	Yearly	<a href="#">Report</a>	November 2022
4	Chartered Institute of Housing (CIH)	CIH Quality Framework	August 2022	TBC following audit completion	April Walker / Gus Grubb	Yearly	To follow	August 2023 – Date TBC
5	Chartered Institute of Marketing (CIM)	CIM Quality Framework	27th April 2022	Compliant	Jacque Shaw/Ashley Murphy	Yearly	<a href="#">Report</a>	April 2023 - Date TBC
6	Chartered Institute of	CIPD Centre Quality Framework	21st May 2021	Compliant	David Bovaird / April Walker	Yearly	<a href="#">Report</a>	20 <sup>th</sup> November 2022

	Organisation	Standard or Framework Audited	Visit Date/ Duration	Outcome	Contact	Frequency	Copy of Previous Report	Next Audit Visit
	Personnel and Development							
7	Chartered Institute of Procurement & Supply	CIPS Centre Quality Framework	29th April 2022	CIPS Centre of Excellence	Alan McCorkindale	Yearly	To follow	April 2023 – Date TBC
8	Education Scotland	How Good is Our College?	May 2022 / 2 days	<p>The Progress Visit to City of Glasgow College explored five overarching themes linked to the college’s enhancement plans and priorities around COVID-19 recovery. The themes are:</p> <ul style="list-style-type: none"> <li>• Curriculum, learning, teaching and assessment;</li> <li>• Services to support learning;</li> <li>• Learner engagement;</li> <li>• Evaluation to facilitate improvement;</li> <li>• and Learner progress and outcomes</li> </ul> <p>Overall outcome – Satisfactory progress against College actions plans</p>	Jackie McCormick	Yearly	<a href="#">Report</a>	TBC – regular engagement scheduled.
9	Engineering Awards Limited (EAL)	EAL Quality Framework	19 <sup>th</sup> August 2021	Compliant	Julie McCorkindale	Yearly	<a href="#">Report</a>	November 2022 – Date TBC

	Organisation	Standard or Framework Audited	Visit Date/ Duration	Outcome	Contact	Frequency	Copy of Previous Report	Next Audit Visit
10	European Foundation for Quality Management	EFQM Model	June 2022 / 4 Days	Outcome to be announced on 27 <sup>th</sup> October 2022	Jon Gray	As determined by the college	To follow	TBC – following outcome of June 2022 visit
11	Maritime and Coastguard Agency	MCA Quality Framework	1 <sup>st</sup> and 2nd March 2022	Compliant	Mark Stagg	5 year cycle with an interim audit	<a href="#">Report</a>	Early 2024 (Long course audit) – Date TBC
12	National Open College Network (NOCN)	NOCN Quality Framework	15 <sup>th</sup> March 2021	Compliant	Diane McLaughlin	Yearly	<a href="#">Report</a>	2022 - Date TBC
13	Scottish Credit Qualification Framework (SCQF) Partnership	SCQF Handbook	February /1 Day	Compliant in SCQF credit rating	Julie McCorkindale	Yearly quality assurance of registered programmes  As determined by SCQF	<a href="#">Report</a>	We are undertaking a review of all credit rated activity and how this process is supported across the college. This includes reviewing the volume of college certification.
14	Scottish Qualification Authority (SQA)	SQA Quality Framework	June 2017/1 Day	Significant strengths identified in the systems that support the maintenance of SQA standards within this centre.	Julie McCorkindale	Every 3 years	<a href="#">Report</a>	Date TBC – Waiting to hear from the SQA

	Organisation	Standard or Framework Audited	Visit Date/ Duration	Outcome	Contact	Frequency	Copy of Previous Report	Next Audit Visit
	Systems Verification							
15	Société Générale de Surveillance (SGS)	Customer Services Excellence	May 2022 /2 Days	<p>Recertification achieved.</p> <p>City of Glasgow College were found to have a deep understanding of, and commitment to, Customer Service Excellence.</p> <p>18 Areas of Compliance Plus - Behaviours or practices which exceed the requirements of the standard and are viewed as exceptional or as exemplar to others, either within the applicant's organisation or the wider customer service arena.</p>	Performance	Yearly	<a href="#">Report</a>	2023 – Date TBC
16	The Institute for Innovation and Knowledge Exchange	Investors in Innovation	February 2020 / 1 Day	<p>The College attained best practice (BP) on 4 categories;</p> <p>Strategy and Alignment (BP)</p> <p>Customer Awareness (BP)</p> <p>Industry Foresight (BP)</p> <p>Impact and Value (BP)</p> <p>Full Compliance (FP), heading towards BP on 2 categories;</p>	Roy Gardner	Every 3 years	<a href="#">Report</a>	2023 – Date TBC

	Organisation	Standard or Framework Audited	Visit Date/ Duration	Outcome	Contact	Frequency	Copy of Previous Report	Next Audit Visit
				Core Capabilities and Technologies (FP) Organisational Readiness (FP)				
17	The STEM Foundation	STEM Assured	November 2018/ 1 Day	<p>Reaccreditation awarded in January 2019. The College achieved either Best Practice (BP) or Full Compliance (FC) in the following measures:</p> <p>Strategy and Planning (a) (BP)</p> <p>Strategy and Planning (b) (BP)</p> <p>Collaboration and Consultation (a) (FC)</p> <p>Collaboration and Consultation (b) (BP)</p> <p>Innovation (BP)</p> <p>Design (FC)</p> <p>Delivery (a) (BP)</p> <p>Delivery (b) (BP)</p> <p>Impact (a) (FC)</p> <p>Impact (b) (BP)</p> <p>This process was managed at College level as well as across the Glasgow Region.</p>	Stuart McDowall	Every 2 years	<a href="#">Report</a>	2022 – Date TBC  (postponed due to Covid)