

Board of Management

Performance and Nominations Committee

Date of Meeting	Monday 23 January 2023
Paper No.	PNC3-M
Agenda Item	5.2
Subject of Paper	Summary Review of Regulator Reports
FOISA Status	Disclosable
Primary Contact	Jon Gray, Director of Excellence
Date of production	January 2023
Action	For Noting

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. Context

Annually, the City of Glasgow College is reviewed against 16 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.

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	Next Audit Visit	Link to previous report
1	Association of Accounting Technicians (AAT)	AAT Quality Framework	Feb 2022/ 1 Day	Compliant	Chris Colvin	Yearly	January 2023 - TBC	Report
2	British Council	Accreditation UK	6th July 2022 - Compliance only, online inspection	Continued accreditation	David Cullen	Every 4 years	2026 - Date TBC	Report
3	British Standards Institute (BSi)	ISO 9001:2015	November 2022/ 3 Days	Compliant	Jackie McCormick	Yearly	Nov-23	Report
4	Chartered Institute of Housing (CIH)	CIH Quality Framework	2nd August 2022	Compliant	Vanessa Telfer	Yearly	August 2023 - Date TBC	Report
5	Chartered Institute of Marketing (CIM)	CIM Quality Framework	27th April 2022	Compliant	Jacque Shaw and Amanda McSorley	Yearly	April 2023 - Date TBC	Report
6	Chartered Institute of Personnel and Development	CIPD Centre Quality Framework	21st May 2021	Compliant	May Flett (temp) and David Bovaird	Yearly – no visit in 2022	May 2023 - Date TBC	Report
7	Chartered Institute of Procurement & Supply	CIPS Centre Quality Framework	29th April 2022	Compliant	Alan McCorkindale	Yearly	Late March to Mid-April 2023 - Date TBC	Report

8	Education Scotland	How Good is Our College	May 2022 / 2 days	Satisfactory Progress	Jon Gray	Yearly	Date TBC	Report
9	European Foundation for Quality Management	EFQM Model	June 2022/4 days	7 Star Rating	Jon Gray	As determined by the College	Date TBC	Report
10	Maritime and Coastguard Agency	MCA Quality Framework	1/2 March 2022	Compliant	Chris Keenan	5 year cycle with an interim audit	Early 2024 (Long course audit)	Report
11	National Open College Network (NOCN)	NOCN Quality Framework	25-Jan-22	Compliant	TBC	Yearly	February 2023 TBC	Report

12	Scottish Credit Qualification Framework (SCQF) Partnership	SCQF Handbook	28/02/2022	Compliant with action plan	Julie McCorkindale	4 yearly	2026 - Date TBC	Report
13	Scottish Qualification Authority (SQA) Systems Verification	SQA Quality Framework	June 2017/ 1 Day	Compliant with action plan	Julie McCorkindale	3 yearly	2023 - Date TBC	Report
14	Société Générale de Surveillance (SGS)	Customer Services Excellence	May 2022/ 2days	Compliant	Performance	Yearly	Jun-23	Report
15	The Institute for Innovation and Knowledge Exchange	Investors in Innovation	Feb-20	Compliant	Roy Gardner/Stuart McDowall	3 Yearly	Late September 2023 - Date TBC	Report
16	The STEM Foundation	STEM Assured	August 2022/1 day	STEM Assured	Stuart McDowall	Every 2 Years	2024 - Date TBC	Report

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