

PRINCIPAL'S SURGERY FOCUS GROUP: RESPONSE MONITORING SHEET

CENTRE: Bankfield			DATE OF MEETING: 6 February 2009	
ISSUE IDENTIFIED	RESPONSE			DETAILS OF RESPONSE
	Requested		Received	
	Date	From Whom	Date	
Information needs to be given about all courses at or after induction	13 th Mar. 2009	JS/PR		
L2 Students in mixed ability maths group feel that they are wasting time as the focus of the teaching is L1	13 th Mar. 2009	AJ/BK	30 th Mar. 2009	Not sure what maths class this applies to however, learners need to take 1 unit level 2 in Maths and have 1 hour per week in this subject. Some learners need to achieve level 2 C & G Maths and have 4 hours per week. This is the first year of running these subjects in the new Diploma and we will certainly review what we do with learners for next year.
Pre Access students have no opportunity to do a wider scope of subjects	13 th Mar. 2009	AJ/BK	30 th Mar. 2009	The Pre Access course has a limited choice of subjects that can be delivered. It is a full level 2 programme (NOCN) and many of the units are vocational thus not suitable for preparation leading to academic study. There are no science subjects here and the Science team have offered 5 GCSE's this year instead of Pre Access. The important point for Learners is that they are developing the skills to progress from level 2 to level 3 at an academic level.
Some tutorials cover what was done in Maths and English last year	13 th Mar. 2009	AJ/BK	30 th Mar. 2009	More detail needed to be able to respond to this as it is unclear what is being said here.
ESOL students have tutorials only once a term and no 1:1s	13 th Mar. 2009	SD		
There needs to be a lock one of the lifts for disabled students as the lift is often full and there is a long wait.	13 th Mar. 2009	PH	23 rd Mar. 2009	There is only 1no. lift serving the 5 storey building. Signage has been installed requesting that staff and learners give priority to disabled learners.



The time of the LRC openings need to be extended possibly until 7.00	13 th Mar. 2009	MP	16 th Mar. 2009	Unfortunately we do not currently have the staffing resources to open the LRC later on other evenings at Bankfield. It would mean cutting opening hours elsewhere. However we are investigating the viability of offering 'swipe card' access at Bankfield LRC so learners can access the LRC outside of normal opening hours. We aim to pilot this scheme from September if it gets approval.
Use of PCs - learner using Face book when other learners need to access PCs	13 th Mar. 2009	MP	16 th Mar. 2009	Facebook is now blocked by the IT dept at peak times - 10am until 3pm, but they cannot block MySpace and YouTube as they are used for teaching purposes. We will be publicising our computer booking system more widely after Easter to encourage learners to book a computer in advance, especially during peak times. LRC staff now have clear guidelines and a software program which can both be used to deal with learners breaching the IT acceptable use policy.

PRINCIPAL'S SURGERY FOCUS GROUP: RESPONSE MONITORING SHEET

CENTRE: Bankfield			DATE OF MEETING: 6 February 2009	
ISSUE IDENTIFIED	RESPONSE			DETAILS OF RESPONSE
	Requested		Received	
	Date	From Whom	Date	
A request was made for a quiet room for students to meet as a group to discuss various issues which arise from their course	13 th Mar. 2009	AJ/BK	30 th Mar. 2009	If a request has been made we would have tried to provide a space for Learners if a room was available at the time asked for. But is this also a Centre Management issue?

