

PRINCIPAL'S SURGERY FOCUS GROUP: RESPONSE MONITORING SHEET

CENTRE: Duke Street	DATE OF MEETING: 4th February 2009
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ISSUE IDENTIFIED	RESPONSE			DETAILS OF RESPONSE
	Requested		Received	
	Date	From Whom	Date	
Learners felt more details were required when applying for courses regarding materials needed	13 th Mar. 2009	JS		
Induction for late starters to course would is necessary	13 th Mar. 2009	JS		
Being guided through handbooks as part of induction useful	13 th Mar. 2009	JS		The tutorial handbook for staff encourages personal tutors/tutorial advisers to follow the induction checklist in the learner handbook as the basis for induction – and this includes info re the college and the course. One outcome of the current tutorial review will be to redraw the core tutorial curriculum following feedback from learners and tutors. This will be an opportunity to emphasise the importance of going through key info at induction, assuming all learners agree.
		AL	16 th Mar	
Teaching: <ul style="list-style-type: none"> • Tutors focussing on next section rather than course as a whole • Tutors contradicting each other • Different levels of learners not catered for in same class 	13 th Mar. 2009	JS		
With support from Learning Mentors Complimentary Therapies could be a 1 year course instead of 2 year course	13 th Mar. 2009	JS		
				Learning Mentors are too thin on the ground to be used to speed up

		AL	16 th Mar	teaching – there's only 1 FTE LM at Duke St. covering all the Hospitality, Fresh Start and ESOL programmes there. This suggestion has to be considered by the curriculum team
More support is required for the key skills areas of some courses	13 th Mar. 2009	JS		

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No Learner Reps have been invited to Course Team Meetings	13 th Mar. 2009	JS		
Tutorials: <ul style="list-style-type: none"> Group tutorials not valid for mature learners – groups tutorials need to be age related Many groups not receiving 1:1 tutorials Tutorials need to be delivered by staff with knowledge of the topics e.g. alcohol awareness, health etc. 	13 th Mar. 2009	JS		
Financial information e.g. travel support needs to be more widely disseminated	13 th Mar. 2009	AL	30 th Mar. 2009	Will ask Student Finance Officer to check and refresh promotion at Duke St.
More space required for complimentary and beauty therapy salons.	13 th Mar.	JS		

	2009		
Changing area in catering facilities is deemed 'not suitable'	13 th Mar. 2009	JS	

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Breaks need to be staggered due to small dining area	13 th Mar. 2009	JS		
Sholarest: <ul style="list-style-type: none"> • Very little food left after 1.00 pm • All food should be individually priced 	13 th Mar. 2009	JS		
Toilets need to be cleaned more regularly	13 th Mar. 2009	PH		
Tutors on courses to be consistent rather than swapping around	13 th Mar. 2009	JS		
More printing facilities for learners needed in college	13 th Mar. 2009	KR	17 th Mar. 2009	Each IT suite has a working printer that has an adequate specification to support the number of computers in that room. Printing to be controlled via SmartRegister Units, September 2009

	13 th Mar. 2009	JS		
More male therapy students needed to balance course	13 th Mar. 2009	JS/DS		
More lockers requested	13 th Mar. 2009	PH		
More and updated text books in LRC	13 th Mar. 2009	JS		