

PRINCIPAL'S SURGERY FOCUS GROUP: RESPONSE MONITORING SHEET

CENTRE: Vauxhall Road

DATE OF MEETING: 5nd February 2009

ISSUE IDENTIFIED	RESPONSE			DETAILS OF RESPONSE
	Requested		Received	
	Date	From Whom	Date	
Some tutors not teaching but giving instructions; more guidance and teaching is needed.	13 th Mar. 2009	BS	31 st Mar. 2009	Remind all staff of their duties – reiterated during the OTL feedback. NB: No evidence of this issue in the 08/09 Report for Con + Eng.
Some tutors seemed less interested in learners and their teaching than their outside jobs	13 th Mar. 2009	BS	31 st Mar. 2009	This is difficult to deal with – as it has serious ramifications – more detail is required and it can only refer to PT staff – more evidence required – encourage learners to complain to CTL.
In plumbing, staff provided excellent support however learners felt that a larger staff team was needed	13 th Mar. 2009	BS	31 st Mar. 2009	Again this is very gauge – the Plumbing team is the largest CT in the Faculty and timetables and staff utilisation are fully scrutinised and there is always a safe staff/learner ratio.
Learners would value clear deadlines given in well advance for assignments	13 th Mar. 2009	BS	31 st Mar. 2009	A reminder needs to go to all tutors who deliver ‘assignment based’ courses.
Learners need to be guided to support, e.g. Learning Mentors, on time management	13 th Mar. 2009	BS	31 st Mar. 2009	Again, without any clear evidence this is not a true reflection on the general use of support at Vauxhall Road – but again this can be reported back to all staff.
	13 th Mar. 2009	AL	26 th Mar. 2009	Minutes of this meeting show that it was Access to Sport learners who requested time management sessions. Although Learning mentors can provide this support, time management is a core element of the Access curriculum so it would be more appropriate for the course team to be made aware of this request. We ask Learning Mentors to focus on 16-18 learners because their funding comes from the ‘additional’ element of 16-18 LR funding.



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Young learners playing games on PCs affect the access to PCs during lunchtime	13 th Mar. 2009	BS	31 st Mar. 2009	Alternatives for the Y6 are being provided – in G33 but they are entitled to use the PCs and it is up to the discretion of the LRC staff who have to balance the needs of the various learners against the PC booking system.
	13 th Mar. 2009	AL	26 th Mar. 2009	Software to monitor what learners are using computers for is now finally operational. LRC team have all received clear guidelines on dealing with learners breaching the IT acceptable use policy, which included playing games. Learners can book a computer in advance in the LRC if they wish. This is covered in their LRC induction, but we will be publicising this facility more widely after Easter, as usage has dropped significantly this year so far.
		AP	19 th March 2009	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. Facebook also now blocked between 10am and 2pm.
Financial help for the cost of tools on Gas course for unemployed learners or inform learners how to access financial support	13 th Mar. 2009	BS	31 st Mar. 2009	SEF is highlighted at induction to all learners – BS will issue a reminder to all staff.
	13 th Mar. 2009	AL	26 th March 2009	Faculties have access to funds to provide help to learners with some equipment costs – BS can provide details for his faculty. Finance appointments have been available every Thurs morning at Vauxhall during the Autumn term and by request in the Spring term. A regular service will resume in the Summer term. Information about financial support is made available to learners in induction and is included in the Learner Handbook. Learners are encouraged to visit Learner Services as their starting point for any support issues.



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Some learners are not getting 1:1 tutorials	13 th Mar. 2009	AL	30 th Mar. 2009	Relevant HoFs should respond.	
Many learners are unaware of the availability of a counsellor	13 th Mar. 2009	AL	30 th Mar. 2009	Will ask counsellor working at Vauxhall to promote the service (though there may be a capacity issue)	
A cash machine was requested in the foyer because of the distance from the banks	13 th Mar. 2009	BS	31 st Mar. 2009	Can Peter Halewood advise?	
		PH	23 rd Mar. 2009.	Discussions will take place with K. Webb on feasibility of request.	
The need for a Public telephone in the foyer	13 th Mar. 2009	BS	31 st Mar	Can Peter Halewood advise?	
		PH	23 rd Mar 2009.	Discussions will take place with K. Ryan on feasibility of request.	
Learners are throwing things over the balcony causing a health and safety issue	13 th Mar. 2009	BS	31 st Mar. 2009	Raised with Peter Halewood at Centre Managers meeting in order to gain improved CCTV – which will discourage this action – signage is also being placed along each corridor.	
Lack of materials in many of the practical courses	13 th Mar. 2009	BS	31 st Mar. 2009	Too vague – a faculty budget is allocated by course team and as of yet (27.03.09) no complaints have been raised. The faculty spends around £60K per year on course materials.	
No students invited to course team meeting	13 th Mar. 2009	BS	31 st Mar. 2009	Again without knowing which course team it is difficult but all CTLs are encouraged to invite learners (especially trained reps.) to at least 1 meeting per term.	



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People can access college from back of the building or gate to the side of the barriers without using the swipe system	13 th Mar. 2009	PH	23 rd Mar. 2009	Modification to the gates is to be carried out to address this issue.
Full sign on car park when spaces are available	13 th Mar. 2009	PH	23 rd Mar. 2009	This will be raised with K. Ryan/C. Griffiths.
Help was requested with getting apprenticeships on course	13 th Mar. 2009	BS	31 st Mar. 2009	Extremely difficult but staff do all they can to find work experience opportunities that may become apprenticeships – now using the new VMS for Apprentices.
Help and guidance with obtaining employment after course completion	13 th Mar. 2009	BS	31 st Mar. 2009	There is a big push on 'employability' which is not being helped by the current economic downturn.
Changing facilities have glass in doors need to be replaced to provide privacy. Changing areas must be provided for females on courses	13 th Mar. 2009	PH	23 rd Mar. 2009	This has been identified within the Phase 5c Remodelling works of the college accommodation strategy.
Tutors ensure that there is one learner rep per course not for the whole department. There should be one learner rep per full time group	13 th Mar. 2009	BS	31 st Mar. 2009	Agreed – the training is well advanced and all Course Teams are encouraged to nominate reps. for training.
Accreditation for voluntary work contributing to NVQ. Tutors can see Beverley Abbott (Enrichment Team)	13 th Mar. 2009	AL	30 th Mar. 2009	Tutors should contact Beverly Abbott.

