



ANNUAL REPORT

2017/18



WELCOME



It is with great pride that I introduce an Annual Report that is packed full of highlights from a further successful year at East Surrey College.

The national introduction of the Apprenticeship Levy has placed employers in the driving seat of skills training but also presented a wealth of new data and reporting requirements to be navigated by both training provider and employer. It is therefore, testament to the very high quality of our staff and the relevance of our Apprenticeship offer to our employers that we have grown our Apprenticeship business by over 400% in under three years. Very pleasingly, our employers rate us first in London and the south-east and third nationally out of over 200 colleges in the national FE Choices Employer Satisfaction Survey (2017).

The sector continues to face significant challenges. Further Education will in future operate under the shadow of an Insolvency Regime that could ultimately result in some colleges ceasing to operate. We have worked hard here to maintain an Outstanding financial health rating through robust financial controls and management, yet the imperative remains to seek out new opportunities that fit our inclusive ethos and focus so that we can withstand future funding uncertainties and continue our strong quality and numeric growth. Good financial probity has enabled us to continue to invest in our estate and in facilities for learning including a new augmented reality welding facility that has led to the establishment of a whole new curriculum area. Although we are already fortunate to have a very high quality building, we are also investing in student social space - so important as we continue to grow.

In October 2017, Ofsted inspectors endorsed the continuation of our very many strengths they identified at full inspection in December 2014, where many areas were graded 'Outstanding'. They also judged that any areas of comparative weakness had been overcome. This important result was followed by an excellent outcome from reviewers from the Quality Assurance Agency (QAA) for Higher Education who concluded their report in March 2018, that they had confidence in the quality of our many and growing Higher Education programmes. In addition, our students have excelled in bringing home a wealth of cups and medals from national skills competitions. The overwhelming majority of our students achieve and progress onto further and higher study or work, including Apprenticeships.

Working in partnership has always been central to our work. This year has seen the successful move to University of Chichester as our primary validating partner for Higher Education. Under a new partnership with the University of the Creative Arts (UCA), students from a range of Level 3 courses have guaranteed places at UCA on successful completion of their qualification. Other partnerships have led to the launch of our first Degree Apprenticeship with large, local employer Thales and London South Bank University, further partnership working with the Academy of Contemporary Music (ACM) in Guildford and a very wide range of employer and community focused initiatives; for example working with the healthcare sector and, more recently, with the construction and creative digital sectors in order to ensure our students receive the very best 'cutting edge' training.

The number of students seeking to study here at East Surrey College continues to grow and we look forward to adding to our qualification offers in the coming year. We continue to focus on our social and community responsibilities in our local area. This year, we have widened our annual, well-received staff commercial upskilling programme to include staff volunteering. The efforts of just a few of our staff are mentioned in this Report.

This has certainly been a very good year for our students and for the College but we remain realistic about the challenges ahead. Our young people face so many issues and negative distractions, therefore it is important that we help them to build up their confidence and resilience to maximise their chances of success as they move into adulthood and to support our adult students to achieve their life goals.

We now look forward to a further successful year and seeing many new opportunities progress to fruition.

Jayne Dickinson
Principal and Chief Executive

COLLEGE OVERVIEW

East Surrey College is a medium-sized, General Further and Higher Education College serving the local and business communities of the boroughs of Reigate and Banstead, Tandridge and Mole Valley. The College also attracts increasing numbers of students from the broader area of south London as well as parts of Sussex and Kent. The College is a respected partner to a large and growing number of organisations spanning education, business and community sectors.

The College, which incorporates the high performing Reigate School of Art, has outstanding state-of-the-art facilities and resources for students to learn and develop skills with a strong focus on progression and employability. The College's curriculum offer is closely mapped to the priority skill development needs of the Coast to Capital Local Enterprise Partnership (LEP), Gatwick Diamond Initiative and local business requirements, recognising our strategic positioning at the heart of these areas. Excellent results and first-class teaching were identified within the 2015 Ofsted inspection report and subsequently confirmed in the October 2017 Ofsted short inspection. The achievement rate of our students aged 16-18, places the College amongst the top 40 further education colleges in England out of over 200.

The Governing Body sets overall strategy with the Executive team and tightly monitors the College's progress. The Executive team comprises the Principal and Chief Executive, Deputy Principal, Curriculum and Standards and Vice

Principal, Finance and Resources with the wider Directorate team comprising an additional four members spanning student support, quality, human resources and business development. The College's staffing includes Learning Support Assistants and a number of tutors teaching a wide range of adult and community learning courses.

The College offers vocational courses with progression routes from Entry/Level 1 to Level 4/5/6 (Higher Education) and continues to expand its Higher Education offer with university level courses validated by the University of Chichester. Sited so close to Gatwick Airport, the College offer also supports a range of qualifications to prepare students for careers in the business, aviation and travel industries.

Apprenticeships are expanding rapidly and are particularly buoyant in Construction and Engineering. We now offer Higher Apprenticeships in a growing number of subjects at Levels 4/5 and a Level 6 Chartered Manager Degree Apprenticeship. There is an expanding range of professional qualifications available to the local community including some online options. The College is also the largest provider in Surrey of vocational learning for 14-16 year olds. There is substantial provision for students with Special Educational Needs and Disabilities (SEND), working closely with Surrey County Council to develop programmes and progression routes. In addition, the College has a range of successful programmes developed specifically to reduce the number of young people who are NEET (not in education, employment or training).

HIGHER EDUCATION

The College was pleased to launch its first ever Degree Apprenticeship, in Embedded Electronic Systems Engineering in September 2017, in conjunction with Thales and London South Bank University. The second Degree Apprenticeship, Chartered Manager was launched in 2018 and other similar projects are in the early stages of development.

The College successfully revalidated all of its degree provision with its new partner in autumn, the University of Chichester, and has recently validated a bespoke HNC in Power Distribution with Pearson due to strong employer demand for this subject.

The Quality Assurance Agency for Higher Education conducted a Quality Review Visit in March, and the College was found to meet regulatory requirements around maintaining Academic Standards and the quality of the Student Experience in a highly complimentary report. The College entered the Teaching Excellence Framework, in its third year of operation, and was awarded Bronze.

The College's Scholarship Development Manager continued to make a strong contribution to the Association of Colleges' (AoC) Scholarship Project, with many local initiatives being adopted nationally by the AoC. The Head of Higher Education was invited to be a keynote speaker at the AoC Scholarship Conference in April to help launch its new Scholarship Framework.

Recruitment in Higher Education has remained encouraging for the College in an extremely dynamic and challenging environment. Increased interest is marked in some subject areas for Degree and Higher Apprenticeships, especially in the Construction and Engineering disciplines.



WORKING WITH SCHOOLS

14-16s are an active part of the College community. Working with a variety of schools and special schools across a wide geographical area, the College delivers various vocational qualifications and tailored taster sessions, with outstanding success, identified in the Ofsted Inspection Report (January 2015), thereby enabling pupils to gain practical skills as part of their school programme, which can inspire them to higher achievements.

The College continues to work in close partnership with Reigate Sixth Form College delivering a joint application process for our four partner schools.

The College also offers an excellent alternative learning programme, Springboard, for Year 11 students. This gives young people the chance to try different vocational routes and introduces them to work, whilst providing enrichment activities and developing numeracy, literacy and IT skills.

We continue to be thoroughly committed to supporting and developing our 14-16 offer to ensure students can access suitable progression pathways into Further Education, training and employment.

The College runs a variety of workshops and events which continue to develop each year. We have run Gifted and Talented workshops to a wide range of local schools, as well as 'Pupil Premium' events to our partner schools. All workshops have a core focus to promote progression routes in key areas and to support learners within their educational journey.



SAFEGUARDING

Over the past few years, the College has noticed an increasing number of students presenting safeguarding or mental health issues, in line with national reporting positions. The College has expanded the number of frontline safeguarding staff, all of whom have undertaken mandatory training to carry out their statutory duties as Designated Leads for Safeguarding. The team work closely together and with external multi-agencies to ensure the best outcomes for our students. All cases are logged and regularly assessed. They are collated and classified, and data is analysed to identify themes and trends, and the proactive or preventative measures which can then be put in place to counterbalance the rising needs for support from young people in crisis.

An overarching reason for disclosures by students is general welfare and mental health issues, but we can identify some of the reasons for this and relate them to tangible incidents.

This year we have seen an increase in students seeking support following bullying, sexual assaults and controlling relationships. The Operation Encompass police notification system has informed us of 14 domestic violence incidents to which students have been witness.

Increased awareness of the support from counsellors and mentors available to them, means that young people are more likely to disclose and ask for support, and the College is more able to respond.

Alongside mandatory safeguarding training for all staff and governors, the College has established Mental Health

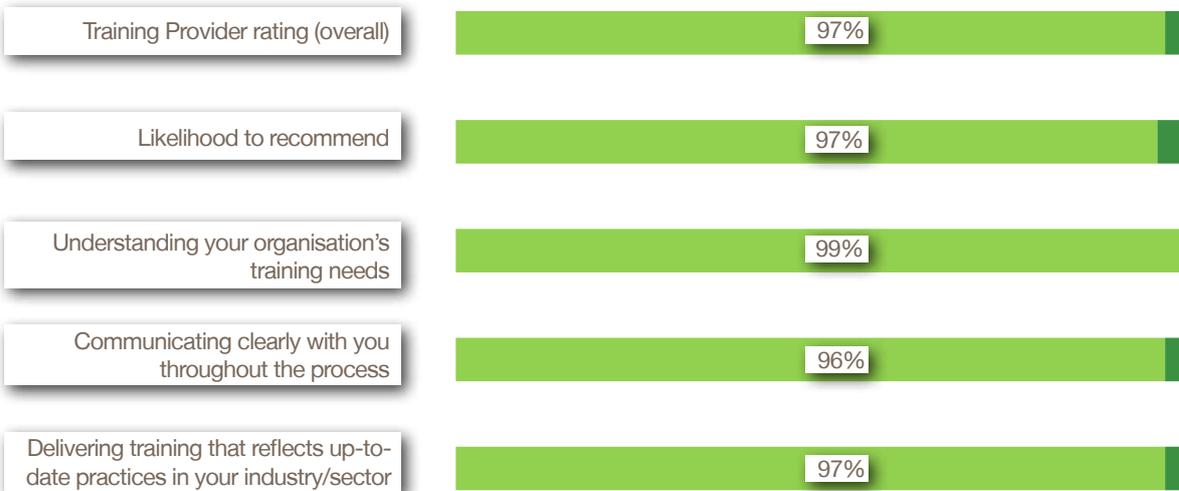
Champions in each curriculum area. The College continues to consider Prevent against radicalisation as a key part of Safeguarding. All staff are trained in Prevent, and awareness raising in our student community is persistent. As part of its duties, the College reviews, completes and assesses its position against an Institution Prevent Action Plan and Prevent Risk Assessment report.



FE CHOICES SATISFACTION SURVEY



*FE Choices Survey results for Colleges and Training Organisations 2016/17



Information provided by the Skills Funding Agency, May 2016 (116 employers provided feedback).

FINANCIAL HEALTH

The College continues to maintain its 'Outstanding' financial health grading as awarded by the Education and Skills Funding Agency. This has enabled the College to continue investing in developing its facilities such as the Augmented Reality Welding workshop, the Gas Assessment Centre and high spec computers for its Games Design provision, now in its second year. The addition of new courses with partners such as London South Bank University, University of Chichester and University of the Arts London (UAL), along with increased student numbers across the income streams, has enabled the College to generate a year on year growth of 7% in student numbers.

The complexity of recording on the funding systems, for example, the introduction of the new Apprenticeship Employer Levy system has brought significant challenges in ensuring that the College's growing number of Apprentices are accurately recorded, enabling funding to be drawn down. The College forecasts, that it will continue to be in 'Outstanding' Financial Health for 2018/19.



WORKING WITH LOCAL BUSINESSES

The College continues to strengthen its relationships with local and regional employers across a number of initiatives including Apprenticeships, industrial work placements, vacancy matching, work-led projects and careers events. In addition, the College engages actively in a number of strategic steering groups including Surrey and Reigate & Banstead Business Leaders Groups, Gatwick Diamond Initiative and Surrey Employment and Skills Board ensuring we are at the heart of local engagement and understand the needs of employers.

APPRENTICESHIP WEEK

During Apprenticeship Week in March 2018, over 40 employers visited the College to meet staff and students to discuss careers and job opportunities across all vocational sectors. The College took part in radio interviews with SUSY Radio and Meridian Radio with members of the wider community participating in 'phone-ins' to discuss Apprenticeships. Apprentices were able to share their career journey and to give a real insight into the benefits of working and learning, and aspiring to Degree Apprenticeships as part of their personal objectives.

DEGREE APPRENTICESHIPS

Our Apprenticeship numbers at the College continue to grow significantly across all sectors, with an increasing number of Higher and Degree Apprenticeships being developed and offered, including Chartered Manager Degree Apprenticeship (Level 6), Embedded Electronic Systems (Level 6) and more to be released in 2018/19.



EAST SURREY CARE ACADEMY

Working with 11 health sector employers, the College has established a Care Academy with a vision to support employers with their skills gaps through clearly identified career routes and opportunities to inspire more young people and adults to take up the many varied careers in the industry. This is an exciting opportunity to meet the ambitions and challenges of this key sector. For some years, the College has launched the careers of a large number of adults through its Access to Nursing and Access to Social Work programmes.

This year, the College has been successful in accessing funding through a highly competitive 'Teach Too' programme launched nationally, where the College was chosen as one of six providers nationally that qualified, enabling for closer collaborative working with Surrey and Sussex Hospital Trust (SASH) and Health Education England. The project allows for outcomes that focus on the impact of recruitment in the healthcare sector locally. The project will focus on curriculum design, joint resources/publications and tailored careers advice and guidance; and will be showcased nationally next year to other providers in sharing good practice.

ENTREPRENEUR ACADEMY

The College hosted the fifth Entrepreneur Academy in the autumn term in partnership with Reigate & Banstead Borough Council. Fourteen candidates faced the 'Dragons' Den' in November to pitch their ideas to the panel which comprised Rosemary French OBE (Executive Director, Gatwick Diamond Initiative), Matt Turner (Managing Director Creative Pod Limited/Director Young Start up Talent) and Brian Woods (Chairman, Federation of Small Businesses).

JOB FAIRS

The College hosted a hugely successful Job Fair inviting over 70 employers representing key sector areas to promote local job opportunities, work placement opportunities, career routes and job roles available within their businesses. This was the largest employer event at the College, and was supported by a footfall of over 1,000 students and 175 external visitors. Gatwick Airport Limited and Gatwick based employers worked closely in partnership with the College, representing over 30 new employers at the event. The event included the promotion of over 5,000 jobs across part-time, full-time and seasonal vacancies. Some of the employers that attended included:

- Arora/Hilton/Sofitel Group
- Boots
- British Airways
- Caviar House
- DHL
- easyJet
- GTR
- Jamie Oliver
- MoneyCorp
- Nandos
- Norwegian Airlines
- Wetherspoons
- WH Smith
- World Duty Free

ESC employers included Osborne, AXA Insurance, Tandridge District Council, Surrey County Council, Biggin Hill Airport, Chessington World of Adventures, SES Water and six employers representing the Care Academy, to name a few.

Feedback was positive, with 96% of employers stating that the event met or exceeded their expectations and needs. This event delivered the busiest and most successful College employer event to date.



INDUSTRIAL WORK PLACEMENTS AND WORK EXPERIENCE

Work experience and placements continue to be high on the agenda at the College within study programmes. Students have participated in a range of quality work-related projects led by high profile organisations such as Canon UK and British Airways. In 2017/18 around 1,200 students participated in a work placement as part of their study programme and this is expected to rise to over 1,600 in 2018/19 where many placements will include over 45 days in the workplace and will allow for students to be assessed in the workplace for technical and workplace skill sets. We have introduced Career Coaches into the structure of the College delivery team to support personalised vocational career goals of students that match local demand in job roles and vacancies across our employer partnerships.



Apprenticeship Growth

Over the last five years the number of Apprenticeships has seen a substantial increase at the College. Not only has the overall numbers of Apprentices risen 389.1% since 2013/14, the growth continues at a high rate across departmental areas.

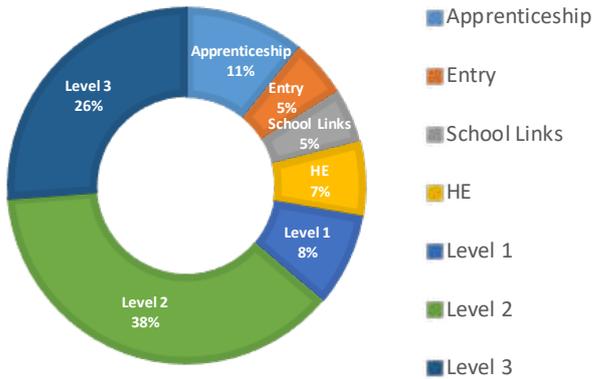
5 year increases include:

- 548.8% Construction
- 409% Engineering
- 75% in Health and Childcare

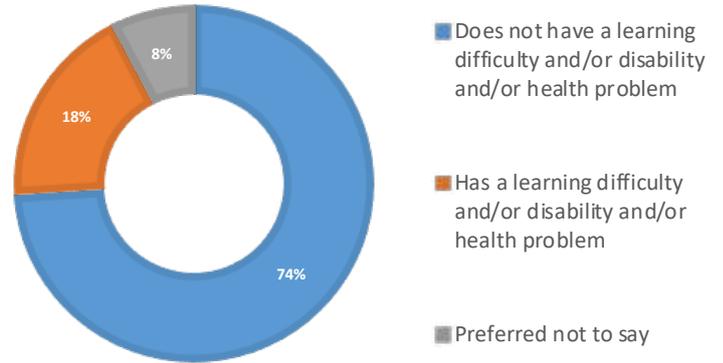


OUR COLLEGE COMMUNITY 2017/18

All students by level*

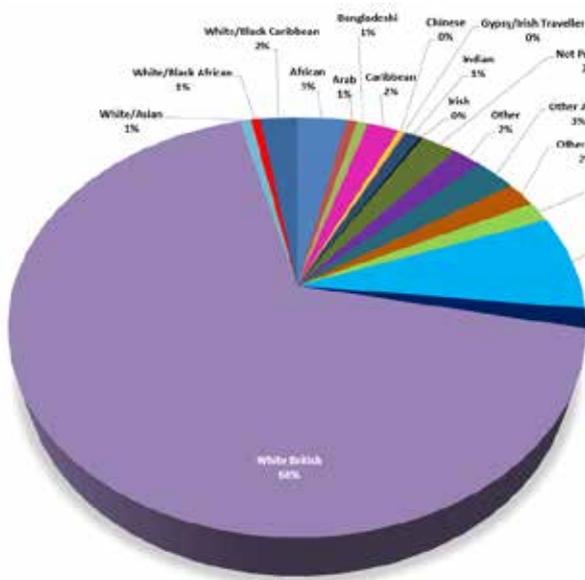


Students with a learning difficulty and/or disability*

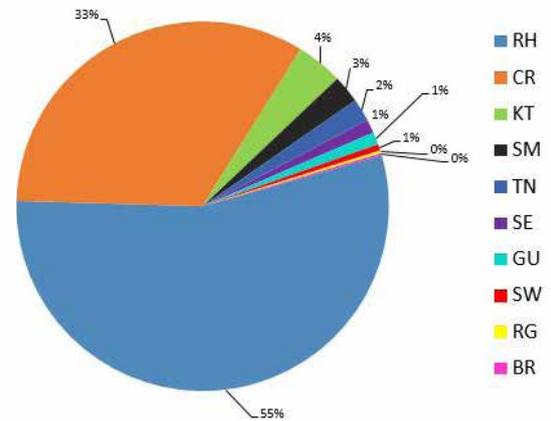


Ethnicity of students*

- African
- Arab
- Bangladeshi
- Caribbean
- Chinese
- Gypsy/Irish Traveller
- Indian
- Irish
- Not Provided
- Other
- Other Asian
- Other Black
- Other Mixed
- Other White
- Pakistani
- White British
- White/Asian
- White/Black African
- White/Black Caribbean



Postcodes of Full-time students*



*Community Learning students are not included in the charts above

WORKING IN THE COMMUNITY

The College works in the Community through its partnership contract arrangement to the WEA. The WEA delivers short programmes at various venues in the local community aimed at people in need of support and engagement.

The Community Learning grant also enables delivery of a wide range of free and subsidised courses such as Maths and English, adult learning courses in languages, employability, accounting, business, art and design to name just a few, at the College.

At the annual College Commercial Upskilling day, in addition to academic staff obtaining industry experience in their fields, various groups of staff undertook volunteering projects for charities such as The Land & City Families Trust and Gatton Park.



STAFF DEVELOPMENT

Our staff are very well-skilled in their subjects with almost all commencing their careers in industry prior to taking up teacher/assessor training. We implement a sharply focused professional development schedule, and Lecturers value the outstanding mentoring and professional development they receive, confirmed by feedback. A two-day Management and Leadership training course was delivered in-house for those new to roles and to support succession planning.

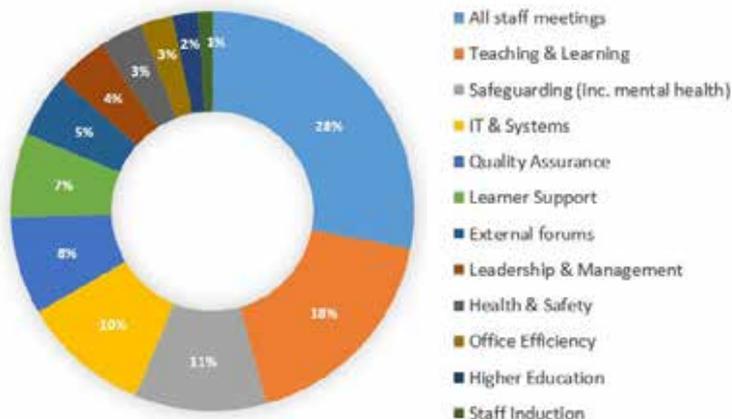
The annual Commercial Upskilling scheme continues to be a success, with all established staff undertaking a one-day placement in a local business. Not only does this build links with local employers, forging new partnerships, it also provides the opportunity to update our industry knowledge and introduce fresh ideas to teaching and learning.

Staff were given the option to choose between Commercial Upskilling and Corporate Volunteering which is a new initiative introduced in 2018, with the aim of supporting and giving back to the community, forging important links for students and the College.

Feedback on both Commercial Upskilling and Corporate Volunteering has been very positive.

Core online training is provided on Equality and Diversity, Safeguarding including Prevent (anti-radicalisation), Health and Safety and Data Protection (GDPR). A strong focus has been placed on developing Mental Health awareness training for all staff across College. Selected staff have been trained to be Mental Health First Aiders in both Support and Curriculum areas.

Continuing Professional Development (CPD)



QUALITY OF TEACHING, LEARNING AND ASSESSMENT 2017/18

Teaching, learning and assessment is at least 'good' in every curriculum area and 'outstanding' in the majority, which leads to our learners making exceptionally good progress and developing outstanding personal, social and employability skills.

97.6% of all staff were graded 'Good/Outstanding' in their highest scoring observation.

TRADE UNION FACILITY TIME PUBLICATION 17/18

The Trade Union (TU) Act 2016 introduced a requirement for public sector employers to publish certain information annually in respect of facility time. The regulations were published in March 2017 and came into force on 1 April 2017 and as per requirements we have published the required information for the period 1 April 2017 - 31 March 2018 by the deadline of 31 July 2018 on: our College website, in this annual report and on the Government website. This will now be published for subsequent periods annually.

To read more please visit: www.esc.ac.uk/college-accounts

GENERAL DATA PROTECTION REGULATION

As a College we responded to the new changes to Data Protection laws that came into effect in May 2018 – General Data Protection Regulations (GDPR).

The security of student information and personal data is very important to us, and we continue to share our policies and processes via our Privacy Statement on our website, which also includes contact details for the College Data Protection Officer.



One of the new changes in the law is that consent can now be granted by anyone aged 16 or above, and we give everyone the opportunity to be clear about how they wish to be contacted and what they would like to hear about. Throughout the student journey we also share details on how students may withdraw their permission for the use of their personal data at any time, which is by emailing clientservices@esc.ac.uk.

Further information on GDPR can be accessed via the Information Commissioner's Office website www.ico.org.uk

ENRICHMENT

The College Wellbeing and Enrichment Co-ordinator works with students to encourage them to consider exercise, diet and mental wellbeing as three essential components of our Healthy Student Strategy.

On average, 299 students per week took part in activities (both holistic and active) throughout the year. Students are also encouraged to drop into the Activity Hub to 'chill out' and take part in calming, relaxing activities that focus on positive wellbeing.

SPORTS ACTIVITIES

The Enrichment team open up sports sessions to all students from within the College to get involved. Students can access the College gym and were able to try their skills in activities such as Table Tennis, Archery and Basketball.

The ESC football team were exceptionally successful this year against stiff competition, going on to win the coveted Surrey Sixth Form and Colleges 2017/18 League Cup – a fantastic team achievement.

RUN REIGATE

In September, a team of 34 students took part in the Run Reigate 10k and Kids Race. They represented the Stripey Stork Charity and also took up the opportunity of work experience on the day to support Run Reigate Events Team, raising money for so many wonderful charities.



SPORT RELIEF

In March 2018, the College hosted a variety of activities in aid of Sport Relief.

Students took part in activities including five-a-side football, roller disco, basketball and table football tournaments throughout the week raising over £220 for this fantastic cause.

STUDENT UNION/ GOVERNOR ELECTIONS

Exciting Student Union Elections took place in the Autumn term, with students from all areas of the College engaging with the election process.

It was a spirited and competitive contest between the candidates, but they worked as a team and really represented themselves and their peers well.



HIGHER EDUCATION DESTINATIONS

An increasing number of East Surrey College students progressed on to Higher Education in 2017. Students went on to study a wide variety of courses at Universities and Higher Education institutions across the country, including Bournemouth University, King's College London, University of Leeds and University of Surrey.



Source - Examples of confirmed student University destinations

Canterbury Christ Church University

Adult Nursing
Policing (Criminal Investigation)
Politics

University of Portsmouth

Business and Management
Digital Marketing
Nursing (Adult)
Paramedic Science
Photography
Property Development
Software Engineering

Kingston University

Adult Nursing
Children's Nursing
Criminology
Forensic Psychology
Illustration Animation
Music Technology
Social Work

University of the Arts London

Drawing
Fine Art (Painting)
Graphic and Media Design
Illustration and Visual Media
Interior and Spatial Design

Data sourced from UCAS destination report 2017/18 and ESC Higher Education progression report 2017/18

ALUMNI SUCCESS



PETER TULLETT

After joining ESC from Reigate Valley College, Peter won an internal Brickwork Level 1 competition, testing students' ability to follow a brief and build a 'Stretcher bond wall with attached piers'. After six hours of hard work, he impressed the judges and won the first prize of new tools for the trade. Peter said "I was confident in what I had to do and enjoyed the challenge!"



MICHAEL DERRIG-ADAMS

Former Sunnysdown Boys' School student Michael studied Film & TV Level 3 at ESC. During his time at the College he put together a fantastic video for his final project, titled 'My Stammer is Me', which draws on his own experience of stammering. Michael reached out to actor and comedian Michael Palin, after attending a course at The Michael Palin Centre for Stammering. Michael said he "wanted to change perceptions on stammering" and was grateful for the support and feedback he received from his tutors.



HANNAH WEAVER

Hannah started on the Supported Internship course at ESC, in September 2017 after attending Woodfield School. She worked at the College shop for two days a week, developing her communication and retail skills in a familiar environment with the support of a Job Coach. After three months, Hannah moved on to work at the Co-op in Redhill, where she demonstrated her progression and willingness to work independently. The Co-op team were keen for her to progress onto the till and she has now been employed by them.



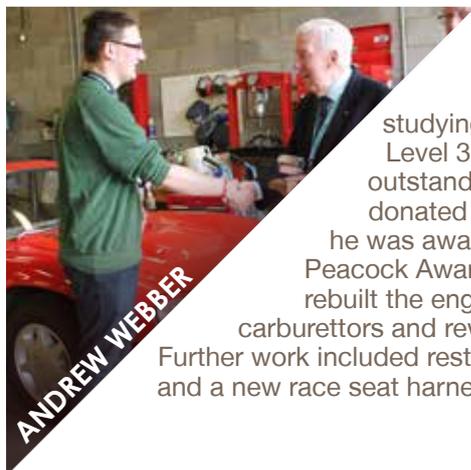
LYDIA RUSSELL

Lydia, a former The Warwick School student left ESC with a Business Level 3 qualification, going on to Aston University to study Marketing, after being awarded a scholarship based on her College grade. Lydia is enjoying the independence of university, and is grateful for the support she received from her tutors whilst preparing for the transition. As part of her course, she will be undertaking a placement year, and has plans to "gain experience in digital marketing – this is a career I would love to go into!"



AHT AWARDS

Six of East Surrey College's Hair and Beauty students made it through to the national finals of the Association of Hairdressers and Therapists (AHT) awards this year. Students were placed in the top 3 across the various categories, which included 1920s Make-Up, Body Art, Masquerade and Prosthetics. Megan Monks, Theatrical Make-Up Level 3, swooped 1st place for her impressive 'Around the World' inspired look for the Body Art category, taking home a gift voucher and trophy as national champion!



ANDREW WEBBER

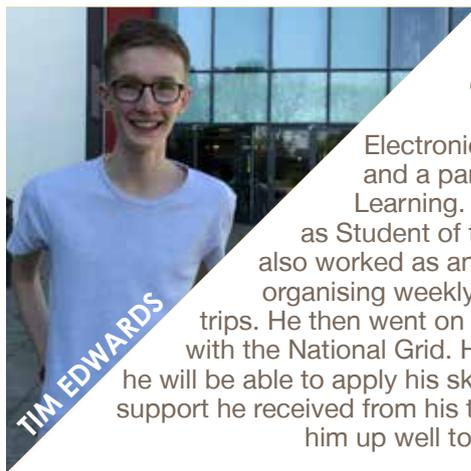
Andrew, a past St Bede's School student, joined ESC studying Vehicle Technology Level 3. In recognition of his outstanding work on a kit car, donated by Dr Peacock OBE, he was awarded with the Seraph Peacock Award. Andrew had since rebuilt the engine and twin Dellorto carburettors and rewired the engine bay. Further work included restoration of the interior and a new race seat harness, in preparation for track day events.



ALEXANDER FORTUNE

Reigate School of Art students celebrated success at the Schools Starpack Awards, taking home an impressive 11 awards. Alexander Fortune, Art and Design Level 3, won Gold in the 'Good to Go' food packaging category for his 'fruit cubes' design, described by the judges as "very engaging [with] fantastic design elements."

Students were also awarded 4 Silvers and 1 Bronze, continuing the excellent tradition of success that we have within this competition.



TIM EDWARDS

Tim joined ESC from Riddlesdown Collegiate, balancing his time between his Electronic Engineering course and a part-time job at Explore Learning. After leaving College as Student of the Year in 2017, Tim also worked as an intern at his church, organising weekly meetings and youth trips. He then went on to an Apprenticeship with the National Grid. He chose this path as he will be able to apply his skills and feels that the support he received from his tutors at ESC has set him up well to work in the industry.

STUDENT VIEWS & FEEDBACK

On Programme Surveys

For the past three years students have ranked teaching highly at 96%.

1,354 students participated in this year's 'On Programme' survey.

'My course is supporting me for progression', with an 'Agree' or 'Strongly Agree' response rate of 95% is an improvement of 2% on the previous year.

'I know who to go to at College if I need support' with an 'Agree' or 'Strongly Agree' response rate of 92% is a 1% improvement on the previous year.

'I find eZone useful and it supports my learning', with an 'Agree' or 'Strongly Agree' response rate of 93% is a 2% improvement on the previous year.

	Question	Average % Agreed
1	The teaching on my course is good	96
2	The tutor challenges students who are late	93
3	My course is supporting me for progression	95
4	I am treated fairly at college	94
5	My work is assessed regularly	94
6	I am given feedback that helps me to improve	94
7	My course is well organised	90
8	I feel safe at college	96
9	My lecturers are supportive and this helps me to improve	95
10	I know who to go to at college if I need support	92
11	If there is bullying I know how to report it	93
12	The college uses different ways to gather views of students	89
13	I would recommend the college to others	91
14	The IT facilities at college support my learning	90
15	I am aware of my targets on eTrackr	94
16	I find eZone useful and it supports my learning	93

Adult and Community Learning Survey

The Adult and Community Learning 'On Programme' survey runs throughout the year. To date, 364 responses have been received, which is a pleasing increase of 26 on last year. 97.3% of learners rated the content of their programme as 'Good' or 'Very Good', which is an improvement of 1% on the previous year.

Parent/Carer Feedback

Throughout the year, key customer groups are invited to provide feedback, which is used for quality monitoring and development purposes. These take the form of surveys and focus groups.

Examples from this year include:

Parent/carers feedback obtained at key events	
I feel informed about progress	98.9% of respondents strongly / mostly agree
The course will help them to progress to a career of their choice	99.1% of respondents strongly / mostly agree
I would recommend the college to others	99.1% of respondents strongly / mostly agree

Open Event 2017/2018

Across all Open Events in 2017/18, 99.3% of visitors commented that they would recommend the Open Event to friends and family.



Information, Advice and Guidance 2017/2018

Feedback gathered from IAG events in 2017/18, showed that 92.3% of students described the advice and guidance received as either exceeding their expectations or outstanding.

