

NEWHAM COLLEGE OF FURTHER EDUCATION

STUDENT CONSULTATIVE FORUM

Notes of the meeting held on 20th May 2010

Present:

Students: 22 Students attended.

Governors: Linda Jordan Chair
Denise Brown-Sackey Governor/Principal

Staff: Philip Badman Vice Principal
Conchita Henry Interim Director – FSLs
Morgan Dalphinis SFM Quality - BHCS
Zioge Smith Clerk to the Corporation

1. Introduction

The Chair welcomed the attendees and all the staff and Governor present introduced themselves. She explained that the purpose of this forum was to discuss issues of common interest as well as general concerns and that the meeting served as a direct line to the Governors and the College management.

As there was an open agenda for the meeting, the Chair invited students to talk about issues that they wanted to bring to the attention of senior staff and Governors:

2. Issues raised by students

1. AAT (Little Ilford): A student commented that:

- The canteen area in Little Ilford was inadequate and could do with more tables and chairs.
- The Vending machines on Little Ilford and other campuses were not working
- The career guidance been given to AAT students at Little Ilford was ill prepared and not good enough.
- Teachers appeared to be ill prepared for the lessons.
- It would be helpful if induction days could include a tour of both East Ham and Stratford campuses.

Response:

- Providing extra tables and chairs in the canteen area at Little Ilford will be looked into.
- If more precise guidance was sought, it would have to come from the teachers in the industry and/or consultants in the sector. The

<p>student was advised to speak to his course team manager.</p> <ul style="list-style-type: none"> • It was unacceptable that teachers appeared to be ill prepared for their lessons. Students needed to feed this back to the course team leader and centre manager. The problem would be looked at and measures put in place to ensure compliance.
<p>2. Construction Lvl 2, BTEC 1st Dip.: A student complained that :</p> <ul style="list-style-type: none"> • There had been no practical aspect to his course and students were left feeling that they were on the wrong course. • There was no Level 3 in construction, and this supported rumours that the curriculum area was being closed down. <p>Response:</p> <ul style="list-style-type: none"> • BTEC was not designed to get people into work and therefore could be the wrong course for students looking to get into work. It was intended for progression into higher level courses. • The College management would ensure that the correct communication was received from tutors. • The decision to close the construction curriculum had not been taken yet. If it was decided not to continue with the curriculum, the College would place its students with other construction providers and train centres within and around Newham.
<p>3. IT Dip. Lvl 1: There was an enquiry about the back to back assessments that students were being requested to take.</p> <p>Response:</p> <ul style="list-style-type: none"> • Teachers had been told that their assessments had not kept pace with College policy. Assessments should not be bundled together but teachers were now attempting to recover lost ground.
<p>4. Catering Dip Lvl 2: Some students complained that:</p> <ul style="list-style-type: none"> • The air-conditioning in the East Ham kitchen area was not functioning properly. • There appeared to be no facilities within the College for a fine dining restaurant. • There was a lack of storage facilities for catering students <p>Also flagged up were:</p> <ul style="list-style-type: none"> • Issues around catering students being allowed to use the lavatory with their aprons on and a suggestion that trainees have a dress code with jewellery disallowed. • Some confusion around the 3rd floor changing rooms and showers. It appeared that there were no changing rooms. <p>Response:</p> <ul style="list-style-type: none"> • The air-conditioning would be looked into. • The College management was not aware of the need for room for fine dining but was looking at remodelling the catering area at East Ham campus.

<ul style="list-style-type: none"> • The Student Union had brought up the issue of storage and space for lockers at East Ham was being looked at. Any miscommunication around the 3rd floor facilities to be cleared up. • Hygiene requirements for catering students to be looked into.
<p>5. IT Room: A student asked why Google Chrome could not be downloaded on to the College's computers as it was already some of them.</p> <p>Response:</p> <ul style="list-style-type: none"> • The usefulness and performance issues of Google Chrome to be evaluated. • Allegations that it had already been installed on some computers to be investigated.
<p>6. Noisy environment: A student commented that construction noises in the Stratford Campus were very loud and disruptive to lessons.</p> <p>Response:</p> <ul style="list-style-type: none"> • The noise was as result of the fitness suites being finished off. • They would be ready in two weeks and would be free to all students.

The Chair thanked the students for their questions and comments and encouraged them to raise day-to-day issues or concerns with their faculty managers or through the official customer complaints system.

**6. Date of the next meeting
Thursday 4 November 2010**

