



**NEWHAM COLLEGE OF FURTHER EDUCATION**  
**STUDENT CONSULTATIVE FORUM**

**Notes of the meeting held on 8 November 2017**

**Present:**

Students: 40 students attended.

Governors:	Linda Jordan	Chair of Student Consultative forum
	Andrew Edwards	Vice Chair of Student Consultative forum
	Paul Stephen	Principal
	Diana Azanda	Student Governor

Staff:	Beryl Hughes	Clerk to the Corporation
	Anil Nagpal	Deputy Principal Finance
	Paul Stopford	Deputy Principal Quality Performance & Inclusion
	Angela Mitten	Executive Director Estates and Operations
	Olivia Besly	Director of HR and Legal Services
	Pieter Vermeulen	Director of Finance
	Steve Parry	Director of ITS
	Odette Carew	Director of Service Industries
	Simeon Gibbons	Registrar
	Danielle Giles	Sport Development officer
	Andrea McMahon	Director of Higher Education
	Mohamed Nakhuda	Technical Trainer Digital Skills
	Joanna Swindells	Director of MESTEM
	Shwe Yu Moon	Technical Trainer Samsung/DSS
	Jahin Rahman	Central Manager Samsung/DSS

**1. Introduction**

LJ welcomed the attendees and the staff present introduced themselves. Chair 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, LJ invited students to talk about issues that they wanted to bring to the attention of senior staff and Governors.

Chair welcomed Paul Stephen, Principal and Chief Executive and Diana Azanda, Student President and Student Governor to their first meeting.

## **Issues raised by students**

### **2. VEHICLE MAINTENANCE**

- Most of the work is theory.
- There are not enough tools for practical work in the workshop
- Complaint has been raised in tutorial

#### **Response:**

- Director of MESTEM will meet with the students to investigate.

### **3. COMMENTS BY STUDENT PRESIDENT**

#### **Level 1-3 Health and Social Care**

- There are amazing teachers and they push the students to achieve potential
- Students appreciate the input and go the extra mile

#### **Finances**

- Catering is too expensive
- Students must pay for spoons and extra sugars
- Students cannot afford travel costs
- Is it possible to increase bursaries for 19 year olds to assist with travel

#### **Response:**

- When applying for funds the box for travel costs must be ticked.
- Each application is looked at independently and there is no guarantee funds for travel will be available.
- The priority is funds for study costs.
- Adult learners are entitled to a discounted Oyster card if they have enough hours of study
- All 16-18 year olds are entitled to an Oyster card
- All 16-18 year olds are entitled to free meals.
- All students get a free breakfast
- There has been no recent increase in food prices
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### **4 VICE CHAIR ASKED STUDENTS ABOUT 'PREVENT'**

#### **Response from students:**

- They have good tutorials
- The college has a good approach
- All information is very helpful

### **5 FUNDING**

- How to access financial assistance
- Lowest amount that can be withdrawn from cash machines on campus is £10 and not £5 as previously.

#### **Response**

- The cash machines are not operated by the college but PV will contact the provider to try to revert to £5 being dispensed
- To access government funds as much information as possible must be given.
- The college cannot influence government funding.
- Application may be made to the Learning Revolution Trust for assistance via their hardship fund.

### **6. WORK EXPERIENCE**

- Students would like opportunities for work experience
- Work experience does not always relate to the course

**Response**

- All 16-18 year olds have work experience.
- Work experience is to develop skills needed in all work environments and does not need to match the course.
- Over 18 years olds do not have work experience.
- Speakers are invited on campus to talk to students about industry.
- Students wishing to secure their own work experience will be issued with a letter confirming they are a student and what they are studying.

**7. SOFTWARE DEVELOPMENT**

- The Samsung tutors are good
- 19+ course was sold as a free course but when enrolling for year two students told they were to pay for the 2<sup>nd</sup> year.
- Students say it was missold.

**Response:**

- The course was advertised as free for the first year only
- At year two it is level 3 and is not funded.

**8. RISE**

- Computers are slow
- Would like a different uniform
- Would like more information relating to bullying and drugs
- Would like workshops with people with experience of both.

**Response:**

- Interim Head of Rise will discuss the uniform with students
- The college is half way through replacing PCs throughout both campuses
- 400 were replaced during the summer.
- PCs Rise rooms on the 2<sup>nd</sup> floor will be looked at.
- Week commencing 20 November is anti-bullying week and there will be a workshop
- Students are encouraged to check for events which are held periodically.

**9 LIFTS**

- One lift is out of service

**Response**

- The lifts at EHC are old and a new maintenance company has been retained to undertake repairs.
- Maintenance will be improved.
- Students are encouraged to use the stairs when possible.
- Leave lifts for students with mobility problems.
- Step jockey signs encourage staff and students to take the stairs.

**10 SAFETY ISSUES**

- Student President praised security officers for their work in keeping students' safe and feeling secure.
- Rooms are cold and windows are draughty and blinds broken
- Samsung rooms are too hot with no ventilation.

**Response:**

- Heating was on from 1<sup>st</sup> November
- It is an old system and is being worked on to improve output.
- The problem in Samsung is a result of a wall being built without attention being given to the heat flow.
- Estates will consider what can be done.

### **11. WHITE BOARDS**

- White board is not working in room 512.

#### **Response**

- Teachers should log a call with IT support if they have a problem.
- Staff will be reminded and room 512 will be checked.

### **12. HAIR AND BEAUTY**

- The teaching team is good but there is not enough equipment
- Students pay £200 for their equipment but it does not arrive in time
- OC will check resources in Hair and Beauty

### **13. HUMANITIES LEVEL 2**

- Would like the attendance to be 4 days per week and not 5.
- The two hours for day 5 in SIS is not regarded as necessary.
- Students feel there leniency for some students.
- Some attend all sessions and others hardly ever attend.

#### **Response:**

- Students should have 100% attendance
- The college rewards 100% attendance
- Students must realise that their peers who only attend 90% of the time will not succeed.

### **14. FUNCTIONAL SKILLS**

- Some students who have passed their functional skills are still on the registers.

#### **Response:**

- Students must continue with English and maths until a certain level is reached
- All 16-18 years olds must attain grade C or above
- Students should speak with E & M staff for assistance and clarification

### **Students were reminded to wear their lanyards at all times on campus and to remove hats and caps on campus**

Students were reassured their queries and complaints are taken very seriously and followed up by the relevant departments.

Students are kept up to date with information by text, email and notice boards and it is essential that students keep their contact details up to date.

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

### **Date of the next meeting**

**21 February 2018 - Stratford Campus**