Glasgow Kelvin College

ITEM 10
FOR NOTING

GLASGOW KELVIN COLLEGE

Learning and Teaching Committee – 4 May 2022

SCQF Partnership – College Credit Rating Review

Report by Head of Quality

1. Introduction

The College delivers a number of programmes in partnership with the Scottish Credit and Qualifications Framework Partnership (SCQFP). SCQF allow the College to credit rate these programmes. In addition to those programmes developed and delivered in-house, the College also acts as a Credit Rating Body (CRB) for third party organisations.

2. College Credit Rating Review

In February 2022, the SCQFP reviewed the College's processes and arrangements related to its SCQF programmes.

Following the review process, the SCQFP have provided the College with the attached feedback report (Appendix A). Overall, the SCQFP recognises that much work has been undertaken by the College in terms of the development of new credit rating guidelines and a stronger process to support programmes at the end of their credit rating lifecycle in 2021. However the report includes some minor action points which will further fine tune the processes.

These are currently being addressed by the Head of Quality and a return will be made to the SCQFP by the 18th May 2022 to address these actions.

3. Resource Implications

There are no resource implications arising directly from this report.

4. Equalities

There are no equality implications arising directly from this report.

5. Risk and Assurance

The attached report provides assurance that the College is effectively managing its SCQF accredited programmes in line with SCQFP guidance.

6. Data Protection

There are no data protection implications arising directly from this report.

7. Recommendations

Members are recommended to:

i. note the contents of the report.

8. Further Information

Members can obtain additional information on the contents of this report from Robin Ashton, Vice Principal Curriculum and Quality Enhancement.

Glasgow Kelvin College
JG
12/04/2022

APPENDIX A

SCQF Partnership – College Credit Rating Review – Feedback

Name of College	**Glasgow Kelvin College**	
Type	**Blended approach to review**	
Date submission received	**20/12/21**	
Date of online meeting	**25/2/22**	
SCQFP Officers	**Sheila Dunn** **Helen Murdoch-Wilson**	
College attendees	**John Gallagher**	**Head of Quality Assurance**
	Andy Allan	**Director of Learning & Innovation**
	John Clarke	**Senior CM Business & Creative Industries**

1. Introduction

This report is prepared as part of the review model of Colleges as SCQF Credit Rating Bodies as outlined in the SCQFP communication issued in June 2021.

The report provides a summary of the college's SCQF credit rating activities and the associated credit rating and quality assurance procedures together with any recommendations for action or any agreed support from the SCQF Partnership.

This report is between the college and the SCQF Partnership and its Quality Committee and Board. Where any issues are to be passed to SFC or Education Scotland this will have been highlighted to the college and clearly indicated within this report. A summary and anonymised report of credit rating activity across the sector will be produced and shared with SFC.

SCQFP operates a 4 year cycle of reviews which encompasses all colleges with credit rated programmes on the SCQF database where they are the Credit Rating Body. Colleges are scheduled for one review activity within a 4 year period unless specific cause for concern

arises. On receipt of the college's self-evaluation report and supporting evidence a decision will be taken whether the review activity should be solely desk based or whether there is a requirement for a meeting (blended approach) between college representatives and SCQFP Officers. In this instance Glasgow Kelvin College (GKC) was selected to be subject to a blended review approach.

2. Agreed actions from previous review

Open Action	Current Position
Review GKC CR process to ensure sufficient detailed information to manage both internal and third party credit rating activity from end to end	New credit rating guidelines developed and feedback on this is included as part of this report.
Review annual monitoring paperwork for internal and third parties. GKC may wish to consider if specific questions could be incorporated to the standardisation meeting template to prompt staff to answer specific question in relation to SCQF levels/credit points to ensure this information is always captured or may prefer to design a new form to capture this information.	New paperwork designed and feedback on these are included as part of this report.
No paperwork was provided to demonstrate the approach to formal review of credit rated programmes that GKC uses and it may be useful to review this paperwork at the same point of reviewing annual monitoring paperwork	New paperwork for the formal review of third party programmes is now in place and feedback on this is included as part of this report.

3. Summary since 2019-20 review activity

The previous SCQFP review activity took place in session 2019-20 with colleges asked to submit their self-evaluation and evidence in late December 2019. The impact of the pandemic from March 2020 onwards had a significant effect on the college sector as the model of working and teaching transitioned from face to face to online delivery. This understandably impacted on wider aspects of college work. At the time of the pandemic only a small number of GKC's credit rated programmes were already being delivered remotely and the majority fell into the traditional face to face format which meant significant disruption to the delivery of those programmes. In terms of the action plan encouragingly GKC was able to complete a number of points and those that remained ongoing are noted above. In June 2021 the College had a voluntary severance and restructure. This has resulted in significant change within the Curriculum Teams and the loss of some key members of staff who were particularly involved in GKC's credit rating work.

4. Criteria for Review

Part 1

- **Internal Credit Rating Activity**
- **Third Party Credit Rating Activity**
- **Credit Rating Procedure and Paperwork**
- **Credit Rated programme review mechanism**

Key discussion points
Although no new internal programmes were credit rated in the period 2020-21 a full review of GKC's suite of credit rated programmes took place in Autumn 2021 and this led to a number of programmes being archived. In terms of the remaining live programmes the college was confident it had the capacity to continue to support them given the recent restructuring and voluntary severance scheme. More recently some of the archived programmes have been reinstated back on to the database as a result of further discussions and review work. GKC undertook one new piece of third party credit rating work in 2021 for North Lanarkshire Council however at the time of the SCQF review meeting this programme was also subject to review. In addition to North Lanarkshire Council the college has credit rated programmes for two other third parties namely Young Scot and Young Enterprise Scotland. The college provided its new credit rating guidelines for both internal and third party provision and the revised credit rating paperwork it plans to use alongside the guidelines for any future credit rating. It was noted that to date these new guidelines and paperwork have not had the opportunity to be tested. The SCQFP reviewers would encourage GKC to complete a dry run using a previously credit rated programme to ensure the credit rating stages required following the development of the programme – rating, vetting and final ratification are clear and sufficient evidence is being recorded at each stage in relation to both the SCQF level and the SCQF credit points, by the relevant individuals/teams. The newly devised SCQF credit rating guidelines provided by GKC gives a brief introduction to the SCQF and goes on to detail how requests for third party credit rating would be handled. The SCQFP reviewers learned that following an informal approach by a third party the Head of Quality Assurance would set up an initial discussion which would provide guidance on the process and to clarify the expectations of both parties. If both parties agree in principle to take the proposal forward a formal meeting would take place to establish the support that would be required from the college and the associated costs. If both parties are in agreement, then a centre agreement document would be signed. As part of this process GKC would carry out due diligence work and a lead development contact would be appointed within the college to act as the principal link with the third party. The principal link is responsible for providing on-going support and guidance to the third party during the development of the programme. It is unclear why reference to the process for internal credit rating is not as clearly signposted as the process for third party credit rating within the guidelines and the SCQFP reviewers feel that this detail would be a useful addition.

The stages to be completed by the development team, the credit rating panel, the vetting panel and approval panel are briefly described in the guidelines however at times there is a disjoint between many of the titles used in the guidelines and the application forms which has the potential for confusion. For example the guidelines refer to both an approval panel and ratification panel and then this panel is referred to as the validation panel within the third party credit rating application. Equally in some sections of the corresponding forms there is a mismatch – for example the credit rating panel is directed to complete part B of the submission document, and whilst this matches to the third party application form it is not the case for the internal application form. The credit rating panel is also directed to complete the unit submission and approval document which was not submitted as part of the evidence. As suggested earlier conducting a dry run should easily iron out some of these anomalies.

It was unclear from the credit rating guidelines at what point in the process the review date was allocated to the credit rated programme and it is suggested the guidelines and paperwork be revisited to include this information.

Another point within the guidelines that was discussed was the steps in relation to ceasing working with third parties. This is a point that has come in wider CRB discussions recently and SCQFP is working on guidance in relation to this that will be published as an information note. It is hoped this note will raise awareness of the various points to consider when ceasing working with a third party.

As mentioned previously the fact no programmes have been credit rated using the new guidelines and forms made it difficult for the SCQFP reviewers to know what would be recorded within various sections of both the internal application form and the third party credit rating application form. As part of the conversation within the meeting, the importance of the development stage sitting completely separately to the credit rating process was noted, and that those involved at the development stage should not play any active role within the credit rating/vetting process or the final sign off stages. It was highlighted that the credit rating and vetting stages should result in the clear recording of both the SCQF level and SCQF credit points and the rationales to support these within the paperwork. It should also be made clear within both the application forms who has taken part in the credit rating panel and who has been involved in the vetting panel.

There was also discussion as part of the meeting about the involvement of more view points in the credit rating process which can lend itself to greater confidence in the arrival of the final SCQF level and credit points. It can also provide an opportunity to build capacity in credit rating where this activity is either new or has not been undertaken by staff in a while. A further point raised was around the importance of setting out within the guidelines what would happen if the rater and vetter did not agree with proposed SCQF level and credit points and it was agreed that this will be included moving forward.

The college provided a completed annual review form for the Education Through Cashback programme which was generally well completed but had omitted the SCQF level and credit points for the programme. A completed Third Party Renewal form for the Young Enterprise Scotland Company programme was also provided. It was encouraging to see both the development and use of this new form since the 2020 review activity. The SCQFP reviewers asked what would

happen if, either as part of the annual review activity or the renewal activity, it was noted that changes had been made to the programme since it was credit rated or if there were planned changes. It was confirmed the extent of these would be considered and if significant that the programme would go back through the credit rating process. It would be beneficial if the guidelines could incorporate this point and also provide some clearer information in terms of what happens once the review forms have been completed and submitted to the Head of Quality Assurance as this is unclear.

It is evident that since the last SCQFP review activity much work has been undertaken by GKC in terms of the development of new credit rating guidelines and a stronger process to support programmes at the end of their credit rating lifecycle. Therefore many of the points identified above serve to fine tune paperwork and processes as opposed to introduce significant changes.

Points to action	Link to SCQF Principle
Consider completing a dry run using a previously credit rated programme to ensure the new guidelines and associated application forms clearly allow for the credit rating, vetting and final ratification stages to be evidenced.	9
Ensure at the rating and vetting stage that clear and sufficient evidence is being recorded in relation to both the SCQF level and the SCQF credit points, by the relevant individuals/teams.	9
Ensure the development stages remain completely separate to the credit rating activity within the internal application form.	9
Revisit the GKC credit rating guidelines to make clear to an outside reader: • the process for internal credit rating is clear • there is no disjoint between titles used or sections of forms teams are asked to complete • at what point in the credit rating process the review date is allocated to the programme and ensure this is also clearly recorded within the application forms • what would happen at annual monitoring or programme review if changes had been made to the programme since it was credit rated of if there were planned changes • what happens after the annual review/third party renewal form is submitted to the Head of Quality Assurance	9
Within the application form make sure those involved in both the credit rating and vetting stages are named.	

Part 2

- **Number of credit rated programmes running and certificates issued**
- **Certificate**
- **Database**

Key discussion points
GKC currently has 15 programmes on the SCQF Database. In terms of certification 742 certificates were issued in 2021. Certificates were issued across 7 programmes with the Young Enterprise Company programme being by far the largest with 468 certificates. The anonymised certificate provided for a third party programme clearly meets all the points within Principle 10 of the SCQF Handbook and this is positive to note given some improvement points had been noted in relation to the certificate at the time of the 2020 review activity. The Head of Quality Assurance has access to the SCQF database portal and extensive work was undertaken in 2021 to review and update records and to archive eleven programmes that are no longer offered. At this time the database has 5 programme records that are showing as overdue review and one sitting at draft. It is understood that work is ongoing to review and then extend the credit rating lifecycle of all of these programmes.

Points to action	Link to SCQF Principle
Update the SCQF database once the review work for the programmes noted above has been completed.	

Part 3

- **Capacity and Commitment**

Key discussion points
GKC recognises the benefits that credit rating programmes brings to learners, employers and the college. With experience of both internal and third party credit rating the CRB is happy to continue its credit rating work when they have the capacity to do so and also once they have the feedback from this review activity. Reviewers noted that the college is keen to get its processes clearly identified before any new credit rating activity takes place. The SCQFP reviewers were encouraged to learn of the discussions and training activity that had taken place with all of the third party programme owners in relation to internal verification and to raise awareness of the responsibilities of third party organisations. Equally the regular meetings that are now taking place with the third party programme owners is seen as a positive move. It was agreed that given the changes within the college in the last year it would be beneficial to arrange some future workshops for GKC staff in terms of credit rating and SCQFP is happy to

arrange a bespoke session for GKC. In terms of other training the range of SCQF workshops available to college staff was highlighted as was the fact training at this time is online. SCQFP reviewers also discussed the 'Would You Credit It' workshop that is offered by SCQP which is designed specifically for organisations that are considering having programmes credit rated and we would encourage any third parties that approach GKC to be directed to attend one of these courses as soon as they could. The opportunity to share practice across the network of CRBs was raised as it has been some time since any such sessions have been offered and SCQFP reviewers highlighted this was in their future plans to arrange. The college website is generally very accurate in terms of advertising credit rated programmes with the appropriate SCQF level and it is hoped this continues.

Points to action	Link to SCQF Principle
Identify some preferred dates for future bespoke training for GKC staff so this can be taken forward by the SCQF team.	

5. Any additional general comments

Any additional information which is relevant to/impacts on the review and the team wish to highlight	Link to SCQF Principle
GKC is thanked for the open and honest discussions that took place as part of the review meeting in terms of the challenges it had faced, its planned management of future credit rating work and also the recognition of the ongoing systems required to support third party programme owners after the initial credit rating activity has taken place.	

6. Summary

The overall view by SCQFP following this review activity is that the introduction of credit rating guidelines in 2021 and the development of the review paperwork has strengthened GKC's credit rating process. Implementing the action points identified will serve to simply fine tune these further. The college is thanked for its submission, self-evaluation report and participation in the review meeting.

7. Action Plan

Where actions are identified the CRB is requested to complete the action plan below and return within one month of receipt of agreed final report to reviews@scqf.org.uk

Points to action	Link to SCQF principle	Proposed Action by College	Timeline for completion of action	Person Responsible
Consider completing a dry run using a previously credit rated programme to ensure the new guidelines and associated application forms clearly allow for the credit rating, vetting and final ratification stages to be evidenced.	9			
Ensure at the rating and vetting stage clear and sufficient evidence is being recorded at in relation to both the SCQF level and the SCQF credit points, by the relevant individuals/teams.	9			
Ensure the development stages remain completely separate to the credit rating activity within the internal application form.	9			
Revisit the GKC credit rating guidelines to make clear to an outside reader: • the process for internal credit rating is clear	9			

• there is no disjoint between titles used or sections of forms teams are asked to complete • at what point in the credit rating process the review date is allocated to the programme and ensure this is also clearly recorded within the application forms • what would happen at annual monitoring or programme review if changes had been made to the programme since it was credit rated of if there were planned changes • what happens after the annual review/third party renewal form is submitted to the Head of Quality Assurance				
Within the application form make sure those involved in both the credit rating and vetting stages are named.				
Update the SCQF database once the review work for the programmes noted above has been completed.				
Identify some preferred dates for future bespoke training for GKC staff so this can be taken forward by the SCQF team.				

Appendix 1 Current SCQF credit rated programmes

Title	Programme Owner	SCQF Level	SCQF Credits	Approval Date	Review Date	Status
Certificate in Digital Inclusion Project Management	Glasgow Kelvin College	8	8	06/11/2019	30/06/2023	Published
Certificate in Digital Inclusion Support	Glasgow Kelvin College	4	1	23/06/2020	30/06/2023	Published
Certificate in Youth Work Practice	Glasgow Kelvin College	5	between 12 and 16	13/06/2018	30/06/2022	Published
Clyde Gateway: Gateway to Engineering	Glasgow Kelvin College	5	5	24/09/2021	30/06/2023	Published
Digi Know Champions Award	Young Scot	4	4	06/10/2020	30/06/2022	Published
Education Through Cashback (Scottish Sports Futures)	Glasgow Kelvin College	5	6	29/03/2017	30/06/2023	Published
Essential Skills for Digital Champions	Glasgow Kelvin College	6	4	24/03/2020	30/06/2023	Published
Young Enterprise Scotland Company Programme	Young Enterprise Scotland	6	between 26 and 30	20/06/2019	30/06/2023	Published
Young Enterprise Scotland Team Programme	Young Enterprise Scotland	3	15	14/05/2020	30/06/2022	Published

Child Development, Relationships and Parenting	Glasgow Kelvin College	4	3	20/12/2018	31/01/2022	Published (Review Due)
Glasgow Kelvin College Community Achievement Award (Assisting in Delivery of Community Activities)	Glasgow Kelvin College	5	4	09/06/2015	31/01/2022	Published (Review Due)
Glasgow Kelvin College Community Achievement Award (Delivery of Community Activities)	Glasgow Kelvin College	6	6	09/06/2015	31/01/2022	Published (Review Due)
Glasgow Kelvin College Community Achievement Award (Development of Community Activities)	Glasgow Kelvin College	7	8	09/06/2015	31/01/2022	Published (Review Due)
Glasgow Kelvin College Community Achievement Award (Involvement in Community Activities)	Glasgow Kelvin College	4	4	09/06/2015	31/01/2022	Published (Review Due)
First Steps to Youth Work	North Lanarkshire Council, Community Learning and Development	4	2	24/02/2021	24/02/2022	Draft