

PART 1

1 Acknowledgements

The Panel wish to thank the College and Programme Team for their help in co-ordinating the visit and the kind hospitality provided. The Panel also wished to thank those who took the time to meet with the Panel during the visit.

2 Introduction

This report is in relation to revisit to City & Islington College's Ophthalmic Dispensing Programme which took place on 25 April 2019. This report should be read in conjunction with the reports relating to the visit that took place on 1 – 2 November 2018.

The Visitor Panel:

- Sally Powell (Lay, Chair)
- Christine Harm (Dispensing / Contact Lens Optician)
- Kevin Gutsell (Dispensing Optician)

The Visitors were accompanied by Richard Calver, GOC Approval & Quality Assurance Officer.

The GOC is required to undertake such visits in order to obtain assurance that the standards of teaching and clinical practice within the programme are compliant with the GOC's core competencies and standards.

The Visit was conducted in accordance with the Handbook: 'Guidelines for the Approval of Training Institutions and Providers of Schemes for Registration for Dispensing Opticians (2011).

2.1 Background

The Ophthalmic Dispensing programme at City & Islington College has been established for many decades. The programme is delivered via a full-time two-year programme or a part-time day release option delivered over three years, although no full-time students were admitted to the programme in September 2018.

The GOC made a routine quality assurance visit to the programme in **November 2015**. The Panel set seven Conditions and made four Recommendations with which to assist the College in meeting the GOC's accreditation requirements. Progress against these Conditions was assessed at a re-visit held in **October 2017**. The Visitors deemed that three previous Conditions were unmet, setting seven new Conditions and four Recommendations.

These Conditions were assessed at a further re-visit in **November 2018**, when it was found that five Conditions remained outstanding. The Visitors recommended another re-visit in **April 2019** to examine the college's progress with the remaining Conditions, especially Condition 3.1.1 below which required the college to implement a Core Competency tracking system.

This re-visit focused on the outstanding Conditions, particularly relating to the system for tracking Core Competencies.

2.2 Documentation

Prior to the visit, the GOC received pre-visit information from the provider based on the requirements outlined in the GOC Handbook.

3 Visit Outcomes

The Panel concluded that:

- two Conditions set in November 2018 had been met;
- two Conditions set in November 2018 had not been met and should remain in place;
- one ongoing Condition should remain in place;

- two new Conditions should be set;
- one new Recommendation should be made.

3.1 Previous Conditions			
The Conditions listed below are extracted from the report of the visit of 1 – 2 November 2018			
Ref	Description	Due by	Met/Not met?
1.	<p>GOC Core Competencies</p> <ul style="list-style-type: none"> i. Complete development of mapping and tracking of the teaching and assessment of GOC Core Competencies within the Programme ii. To provide an action plan, with step by step dates, for the completion and implementation of the GOC Core Competencies tracking document. A GOC sub-panel will visit by Easter 2019 to confirm satisfactory completion of Competencies by the third year students and assess progress by other cohorts 	<p>See Condition No. 7 from the revisit report dated October 2017</p> <p>The action plan should be submitted to the GOC by 14 December 2018 with monthly updates thereafter</p> <p>The revisit will be completed before mid-April 2019</p>	Met
2.	<p>A comprehensive risk assessment to include (but is not restricted to):</p> <ul style="list-style-type: none"> • Robust planning • Effective communication • Evidenced leadership and management support • Succession planning/future proofing • Professional development of staff • Use of IT systems to support learning, teaching, and record keeping 	<p>See Condition Nos. 1, 3, & Recommendations from the revisit report dated October 2017</p> <p>Documentary evidence to be provided to the GOC electronically by 18 February 2019</p>	Not met
3.	<p>The Team must embed robust quality assurance processes within the programme (see page 4 of the Dispensing Handbook) (Resit Board noted).</p> <p>This to include (but is not restricted to):</p> <ul style="list-style-type: none"> • Proper consideration by committee • Closure of the feedback loop (to include External Examiners) 	<p>See Condition No.4 from the revisit report dated October 2017</p> <p>Documentary evidence to be provided to the GOC electronically by 18 February 2019</p>	Not met
4.	<p>To ensure that both external examiners are provided with their role description and contractual arrangements and an appropriate induction is in place for new external examiners.</p>	<p>See Condition No.6 from the revisit report dated October 2017</p> <p>Documentary evidence to be provided to the GOC electronically by 18 February 2019</p>	Met
5.	<p>To notify the GOC of any planned or actual changes to the structure, delivery, resourcing, staffing, student numbers and accommodation for each route to registration (for example changes to accommodation for the contact lens room).</p>	<p>With immediate and ongoing effect</p>	Ongoing

3.2 Previous Recommendations

The Recommendations listed below are extracted from the report of the visit of **11 – 13 October 2017**

Description

None.

3.3 Commendation(s)

None.

3.4 Conditions

Conditions are applied to training and assessment providers if there is evidence that the GOC requirements are not met. In order to ensure that the programme meets the GOC requirements, the Panel propose the following condition(s):

Ref.	Description	Due by
1	<p>The college must fully exploit its Competency tracking system to ensure that all cohorts of students are taught and assessed in all Competencies. Specifically:</p> <ol style="list-style-type: none">the college must ensure that all Year 3 students have successfully achieved all Competencies. This should take place before the Academic Board (scheduled for 7 June 2019) and will need to be checked by the GOC (a print out of tracking document will be acceptable, showing the results for an anonymised sample of five students), with a view of the GOC being able to respond to the college by the date of the Academic Board. Further samples of Competency tracking for students resitting assessments must be submitted by the date of the resit Academic Board as necessary.the college must roll out the Promonitor system for other student cohorts and for practice visits, and use it as a vehicle to promote to students the importance of Competency teaching and assessment as critical aspects of their training and route to registration.the college must also submit evidence of resource planning for practice visits by 15 October 2019 to show its progress on implementation of practice visits.	<p>31 May 2019</p> <p>15 October 2019</p> <p>15 October 2019</p>
2	<p>The college must submit a comprehensive risk assessment to include (but is not restricted to):</p> <ul style="list-style-type: none">Robust planningEffective communicationEvidenced leadership and management supportSuccession planning/future proofingProfessional development of staffUse of IT systems to support learning, teaching, and record keeping	<p>1 November 2019</p>
3	<p>The Team must embed robust quality assurance processes within the programme (see page 4 of the Dispensing Handbook), making full use of the college's new quality assurance committee structures.</p> <p>This to include (but is not restricted to):</p> <ol style="list-style-type: none">proper consideration of the programme's academic standards, progression rates and examination marks by the college's quality assurance systems;	<p>1 November 2019</p>

	<ul style="list-style-type: none"> b. formalised, recorded programme committee meetings using an action planning approach to provide an audit trail of course developments and decisions; c. evidence that programme committee meetings will be held each term, and will include agenda which allow for substantial and meaningful discussion of academic matters; d. evidence that programme committee meetings are properly minuted with details of attendees, agenda and actions; e. evidence that programme committee meetings are embedded in the college's overarching quality assurance systems; f. a system for closing the feedback loop, i.e. ensuring that decisions made at programme committee meetings and academic committee meetings are implemented within timescales clearly defined by the programme committee or college, with stakeholders (including external examiners and student representatives) informed of these actions. <p>This framework must then be clearly applied and embedded.</p>	
4	The college should optimise the use of Moodle for this course, to allow students greater support for their studies (e.g. lecture material, sample questions and answers), ensuring that uploaded material corresponds to that used in classes.	1 November 2019
5	To confirm that the Association of British Dispensing Opticians has approved the college's theory examination papers before the next exam date (6 May 2019).	6 May 2019
6	To notify the GOC of any planned or actual changes to the structure, delivery, resourcing, staffing, student numbers, accommodation and external examiners for each route to registration.	Ongoing

3.5 Recommendations

The Panel offers the following recommendation to the provider. Recommendations indicate enhancements that can be made to a programme but are not directly linked to compliance with GOC requirements.

Ref.	Description
1.	The college should ensure that IT systems are adequate and are being used efficiently to support the programme. This includes systems governing student registration and data keeping.