



# HARTPURY

## QUALITY ENHANCEMENT AND STANDARDS COMMITTEE HARTPURY UNIVERSITY

### Minutes of a Meeting 2pm Tuesday 15<sup>th</sup> November 2022 Gordon Canning and on Teams

**Present:** Professor Andy Collop – Vice-Chancellor and Principal (from 3.15pm)  
Prof. Ian Robinson (Chair) - University Governor  
Dr John Selby - University Governor  
Mr Thomas Legge - University Staff Governor  
Ms Sascha Bruce - University Student Governor

**In Attendance** Ms Rosie Scott-Ward – Pro-Vice-Chancellor  
Dr Lucy Dumbell – Academic Registrar  
Professor Steve Draper – Academic Dean  
Ms Barbara Buck – College Governor (Chair FE Quest)  
Ms Helen Wilkinson – College Governor (from 2.45pm)  
Mr Chris Moody – College and University Governor  
Ms Jennifer Garvey – College Student Governor  
Ms Gillian Steels– Clerk to the Governors

**Apologies:** Ms Alison Blackburn - University Governor

		ACTION & ACTION DATE
HEQuEST 01/11/22	<b>Welcome and Apologies</b> Attendees were welcomed. It was noted the Vice-Chancellor and Principal would join the meeting late and that Ms Alison Blackburn had sent apologies.	
HEQuEST 02/11/22	<b>Quoracy</b> It was confirmed that the meeting was quorate.	
HEQuEST 03/11/22	<b>Declaration of Interest</b> The Clerk advised that members' interests would be taken as those disclosed in the Register of Members Interests. It was noted that Chris Moody and the Vice-Chancellor and Principal were members of both Boards.  There were no declarations of members' interests for agenda items	
HEQuEST 04/11/22	<b>Minutes of the Last Meeting</b> The University QuEST Committee agreed the minutes of the meeting of 30 <sup>th</sup> June 2022 as a true and accurate record.	

		<b>ACTION &amp; ACTION DATE</b>
<b>HEQuEST 05/11/22</b>	<p><b>Matters Arising</b></p> <p>The Action Update log which updated members on progress of actions was <b>NOTED</b>.</p> <p>It was confirmed that feedback on Small and Specialist Institution Funding outcome was still awaited from OfS.</p>	
<b>HEQuEST 06/11/22</b>	<p><b>Achievement Report - including Outliers</b></p> <p>The Academic Registrar highlighted key points from the report. It was noted that Hartpury University does not demonstrate a profile suggestive of 'grade inflation'. The measures put in place to support students who had their previous learning affected by the pandemic, adjusting to accessing learning and assessment seemed to have been largely successful. Postgraduate students' achievement of their target awards was significantly lower in 2021/22 than in previous years, largely due to strategic studying decisions thought to reflect the challenging economic environment.</p> <ul style="list-style-type: none"> <li>• Achievement of final year students in 2021/22 reduced significantly to 80%, with honours degree students' achievement showing a smaller decrease than those studying for other undergraduate qualifications. Postgraduate achievement showed the largest decrease, reflecting the challenging economy and environment.</li> <li>• Upper award achievement of honours degrees remained the same as 2020-21 to achieve the KPI.</li> <li>• The OfS Differential Degree Outcomes across upper awards metric is modelled as not of concern in 2019/20. The achievement of upper award gap between female and male students has reduced, however the lower achievement of male students remains a concern.</li> <li>• In the fourth year of intervention with students demonstrating low engagement (attendance, interaction with tutors and assessment submission) the proportion of students required to withdraw due to academic failure remains very low. This supports the hypothesis that academic failure is associated with personal study engagement.</li> <li>• The proportion of students passing all modules at the first attempt returned to the pre-pandemic 83% after two years around 90%.</li> </ul> <p>Students on course routes with integrated foundation years had lower numbers of students achieving all their modules than on other course routes but final year students on these courses achieved target and upper awards above the average across first degrees. Of the 42 students on the 2017/18 foundation stage, by the expected time frame plus one year (2021/22) 40 % achieved their target award and 65 % of those achievers achieved upper awards. It was confirmed These figures would be monitored carefully.</p>	
	<p>Governors commented that they found the more detailed report helpful and noted that Academic Board would continue to monitor this area. The Academic Registrar advised that discussions on the Academic Registrars' Forum suggested that the issues Hartpury was facing, with students balancing work and study were common. It was confirmed there were opportunities for students to transfer to part time study. Governors queried whether Hartpury</p>	

		<b>ACTION &amp; ACTION DATE</b>
	tracked the impact on achievement of student support provided. They were advised that this was not a data set currently held. It was noted that the OfS completion statistic would be a helpful dataset. It was noted that Hartpury was still working to improve its business intelligence, with work continuing to be done using excel spreadsheets, which while enabling the data to be considered, were manual. The Pro-Vice-Chancellor advised that in-year retention datasets were released weekly and available for programme managers, while also being considered by HE Executive, SMT and ASEC so that issues could be quickly identified.	
	Governors reflected on the programme results noting that sport achievement of target grade was 71% and Postgraduate Taught 58%. The need to understand the reasons around these were stressed. It was confirmed a follow up report would be provided in November 2023.	<b>Academic Registrar Nov 2023</b>
	<b>The HE QuEST Committee NOTED the report and the assurance of monitoring undertaken by Academic Board.</b>	
<b>HEQuEST 07/11/22</b>	<b>Student Satisfaction Survey Outcomes and Planed Actions</b> It was noted that NSS (National Student Survey) was an extremely positive performance but PTES (Postgraduate Taught Experience Survey) suffered a reduction in both completion and performance. A detailed report was provided on each to enable the Committee to consider the robustness of the Action Plan.	
	<ul style="list-style-type: none"> <li>• <b>NSS</b></li> </ul> <p>Key points were:</p> <ol style="list-style-type: none"> <li>1. Overall satisfaction had risen by over 5% from last year to 85.96%, significantly better than our sector benchmark of 78.61% and the sector average of 76.29%.</li> <li>2. Student satisfaction equalled or exceeded last year in every themed scale.</li> <li>3. Of the five NSS themed scales confirmed as contributing to TEF, two are significantly above sector.</li> </ol> <p>The results were particularly pleasing after a slight dip the previous year. The positive feedback on "Teaching on my course" was highlighted. It was noted that areas for improvement were organisational management and learning opportunities and that these would be focused on during the year. Department specific aspects would also be followed up.</p>	
	<p>It was noted that, following the OfS consultation, there would be the following changes for the next cycle:</p> <ul style="list-style-type: none"> <li>- Loss of overall satisfaction question</li> <li>- Changes to the way in which students grade the question (which may make historical comparisons challenging)</li> <li>- Additional compulsory questions (including on the University support of student wellbeing)</li> </ul> <p>The impact of these would be further considered.</p>	

		ACTION & ACTION DATE
	<b>The HE QuEST Committee NOTED the NSS Report and ENDORSED the planned actions.</b>	
	<ul style="list-style-type: none"> <li>• <b>PTES</b></li> </ul>	
	<p>Key Points highlighted were:</p> <ol style="list-style-type: none"> <li>1. Response rate had dropped to a level that was unlikely to result in good results, and we must ensure a higher response rate is achieved in 2022-23.</li> <li>2. At a programme level this was highly variable (one is 0%) and we must ensure programme managers see this as an important responsibility and have a plan for completion.</li> <li>3. Low response rates together with other results suggest an engagement issue that should be addressed alongside undergraduate projects in this area.</li> <li>4. Contact time response is worrying and we should investigate the amount of scheduled learning and how this is being delivered.</li> <li>5. Student outcomes data indicates that we should also investigate completion for postgraduate programmes.</li> </ol> <p>It was recognised that the results were particularly disappointing after two positive years.</p>	
	<p>The Academic Dean updated on planned actions. He advised that they had already met with all managers to ensure they understood the data and the need to have in place robust actions to respond. It was noted that Hartpury operated a range of different Postgraduate Programme formats: some meeting weekly, some in evenings and some online so the actions needed to reflect these different forms of engagement. There had also been meetings with student representatives to get a more information on issues raised. Feedback relating to dissertations was being considered by the Academic Registrar and the Academic Dean. The need to ensure the appropriate contact and additional support required was accessible by students was stressed. Clear information on contacts, contact points and contact delivery time was to be set out.</p>	
	<p>Consideration was also being given to ensuring teaching observation processes were in place for postgraduate teaching. This was being taken forward by the Head of Teaching and Learning. The need to ensure there was clarity on what a postgraduate programme at Hartpury consisted of was stressed.</p>	
	<p>Governors commented on the importance of ensuring all types of student – undergraduate and postgraduate were achieving a good experience. It was agreed the planned actions demonstrated that the importance of the issue was recognised and being actively responded to. It was noted that if a Student Numbers Cap was introduced for Undergraduates that ensuring our Postgraduate Offer was attractive was even more important to the university's financial wellbeing.</p> <p>The Pro-Vice-Chancellor commented that the outcomes had demonstrated the need to ensure Postgraduate student voices were being heard earlier in</p>	

		ACTION & ACTION DATE
	<p>the cycle so that concerns could be responded to. Further programme meetings were planned for January. The Student Union's active role in ensuring the student voice from postgraduates was heard was also highlighted.</p> <p>Governors stressed the importance of tracking completions, particularly where students changed their mode of study from full to part-time and also understanding whether there was potential for drift in completion where this happened. The Academic Registrar advised that the programme structure had been considered 18 months ago and a 4<sup>th</sup> exam board introduced in September to encourage and support in year completion. The importance of clarity on a student's intention was stressed. The Pro-Vice-Chancellor advised that there were funding implications of a student moving from a 1year course of study which need to be recognised and factored in to support planning.</p>	
	<b>The HE QuEST Committee NOTED the PTES Report and ENDORSED the planned actions.</b>	
<b>HEQuEST 08/11/22</b>	<b>SU Report</b>	
	<p>It was noted that the SU had relocated to Legends which was improving engagement with students and opportunities to engage with external visitors had improved. There were 141 representatives on the Student representative database who were receiving training in person and via Teams. Positive feedback had been received on accommodation support (particularly for those with additional needs), changes to the timetable and Graze. The SU was supporting the TEF submission. Work was ongoing with student support and wellbeing to ensure students were aware of the support available and how to access it. It was noted that the number of clubs running had increased.</p>	
	<p>Governors were pleased that there were so many active student representatives, that training of representatives had already been launched and that feedback on student experience was being actively gathered.</p> <p>It was confirmed that the SU was also active in Hartpury College, with two college liberation officers.</p> <p>Governors congratulated the Student Governors who had spoken at the Graduation ceremonies for their composure and delivery.</p>	
	<b>The HE QuEST Committee NOTED the SU Report.</b>	
<b>HEQuEST 09/11/22</b>	<b>OFS Update The Quality and Standards' (B) Conditions</b>	
	<p>The Academic Registrar provided a presentation on the OfS changes in relation to the Conditions of Registration requirements.</p> <p>This outlined that: Providers must deliver <b>positive outcomes</b> for students on their higher education course. These were defined as:</p> <p><b>1. Continuation measure above threshold</b></p>	

		ACTION & ACTION DATE
	<p>The proportion of students who are continuing their studies (or achieved a qualification) 1 year and 15 days after they started (or if part time 2 years and 15 days)</p> <p><b>2. Completion measure above threshold</b></p> <p>The proportion of students who have gained a HE qualification (or continuing in the study of a qualification) 4 years and 15 days after they started (or if part time 6 years and 15 days)</p> <p><b>3. Progression</b></p> <p>The proportion of respondents to the Graduate Outcomes survey who report managerial or professional employment, further study or other positive outcomes.</p> <p>Details of the indicators which would be used to inform on this, across indicative populations, were detailed. Governors queried how a student would be measured if they changed from full time to part time study, and were advised that this issue had been raised with OfS but no response received to date.</p>	
	2.45pm Helen Wilkinson joined the meeting.	
	<p>The Committee was advised that OfS planned to investigate providers who deliver poor student outcomes through the following process:</p> <ul style="list-style-type: none"> <li>• 20 providers will be identified</li> <li>• November 2022 – OfS will publish the criteria for assessments</li> <li>• November 2022 - OfS will write to providers selected for assessments (and inform those not selected)</li> <li>• Nov – early 2023 – OfS will assess identified providers</li> <li>• Early 2023 – spring – Provisional decisions and representations</li> <li>• ~March/April – B3 compliance judgements published</li> </ul>	
	<p>Organisations not identified would be considered to be compliant with the standards. It was believed that the decision to select 20 providers was based on OfS capacity. The Academic Registrar advised that it was considered that Hartpury was not likely to be identified as not meeting the requirements following a review of provision, although it was recognised there were some split indicators in some areas with small numbers. It was confirmed that Hartpury was working on its business intelligence to ensure it was proactively monitoring the conditions. This would also support the Teaching Excellence Framework submission. It was noted that GuildHE had written to OfS to highlight the challenges to small and specialist institutions of having capacity and capability to respond to registration changes which were introduced in year.</p> <p>Governors welcomed the clear presentation of these complex and very important changes.</p>	
	<b>The HE QuEST Committee NOTED the Update on the changes to the OfS Conditions of Registration and the implications for Hartpury in relation to monitoring and current position.</b>	
HEQuEST 10/11/22	<b>Complaints Termly Complaints Report</b>	

		<b>ACTION &amp; ACTION DATE</b>
	<p>It was noted that three formal complaints were received from University students between May and August 2022. One of these was partially upheld and two were not upheld. There had been no appeal requests to review complaint decisions and no complaints were submitted to the OIA from Hartpury students during this period.</p> <p><b>The HE QuEST Committee NOTED the Summer Term 2021/22 Complaints, Concerns and Appeals Report.</b></p>	
	<b>Complaints Policy</b>	
	<p>The Complaints Policy had been provided for approval, there had been no changes since its last review in 2021/22. A governor queried whether there was sufficient detail on grounds for an appeal. It was agreed the Chief Operating Officer would be asked to consider this point.</p>	<b>COO Nov 2022</b>
	<b>Subject to the query above being resolved the Complaints Policy was approved.</b>	
<b>HEQuEST 11/11/22</b>	<b>Academic Board Update Minutes – October 2022</b>	
	<p>It was agreed the minutes provided a helpful summary of the work of the Academic Board. A governor asked for further information on why the International Review had been paused. He was advised this was because the International Strategy was being reviewed, this would consider which markets Hartpury wished to be active in, the review would then consider the position at that stage. It was noted that the Vice-Chancellor and Principal had reinvigorated the International Strategy Group.</p>	
	<b>The HE QuEST Committee NOTED the Academic Board Update.</b>	
<b>HEQuEST 12/11/22</b>	<b>Annual Quality Report</b>	
	<p>It was noted that the Annual Quality Report drew together information on a wide range of activities designed to protect the academic standards of the University's provision and support continuous enhancement of the quality of the student experience.</p> <p>The 2021-22 academic year had seen significant success for students and completion of some projects, during a time when we reviewed and revalidated all curriculum against the newly agreed Academic Framework. There had been considerable sector development, which had involved an unprecedented number of consultations and changes to regulation that the University had responded to.</p> <p>It was highlighted that all areas are RAG rated green except four that are rated amber:</p> <ul style="list-style-type: none"> <li>• Retention underpins two OfS B3 outcomes, continuation and cohort completion, and some provision, particularly at postgraduate level is showing lower retention levels than ideal;</li> <li>• Student representation has an empty post within our Students' Union and also whilst student satisfaction scores have increased they are still lower than we wish;</li> <li>• Student surveys have seen a drop in participation in online questionnaires (other than NSS) and our postgraduate student</li> </ul>	

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	<p>feedback reported more areas requiring improvement than in previous years, despite large increases in student satisfaction in other measures; and;</p> <ul style="list-style-type: none"> <li>• Collaborative provision has been confirmed as being subject to increased scrutiny from the OfS and remains an area of the University's provision where we are continually learning.</li> </ul>																												
	It was recognised that the discussions earlier in the meeting provided assurance on the ongoing actions in relation to the issues highlighted.																												
	It was confirmed that there had been no penalties from UCAS in relation to the communication issue highlighted and it was confirmed the matter had not required notification to the Information Commissioner's Office.																												
	<p><b>The HE Quest Committee ENDORSED the Annual Quality Report and the assurance provided of monitoring undertaken by Academic Board</b></p> <p>3.15pm The Vice-Chancellor joined the meeting</p>																												
HEQuEST 13/11/22	HE Update and KPIs for approval																												
	The main points highlighted were that Following a review of KPI's at Corporation and changes within the sector regarding metric priorities, Academic Board had reviewed our previous KPI sheet and made a number of recommendations for QuEST to consider and approve:																												
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The proposals were considered and supported by the Committee. Governors were pleased that the number of KPIs had been reduced to ensure improved ease and effectiveness of monitoring.								
Governors queried if there was information on the T'level tariff yet and were advised some further information had been provided.								
Governors considered the proposed KPI targets and agreed they were challenging. It was confirmed continuation data in relation to the B3 outcomes was incorporated. The importance of line of sight on retention was stressed. It was confirmed concerns would be highlighted to the Committee and the Board. Governors commented it was also important for the institution to have an understanding of how recruitment was progressing, and for this to be visible at governor level. The Pro-Vice-Chancellor advised this topic had been raised at SFR and it was planned that this would be highlighted within the HE and FE Board reports going forward. Governors confirmed they were comfortable with this planned approach.								
<p>It was noted that a governor had queried how Quest would be sighted on how Hartpury was meeting OfS expectations and requirements and queried whether these matters were reflected in the KPIs. The Pro-Vice-Chancellor advised that she and the Academic Registrar had considered this when reviewing the KPIs. She advised that the continuation KPI and upper awards aligned. She agreed to add a short paragraph in the Annual Quality Report to provide a reconciliation between the KPIs and the OfS expectations. She advised that OfS were considering how frequently B3 and TEF data would be updated. It was likely it would be annual. If it was it would be brought to HE Quest as a report.</p> <p>It was highlighted that updates against the B3 metrics would also come to QuEST through the Academic Board Report.</p> <p>Governors commented that it would be interesting to explore in more detail the male/female awarding gap, and actions being taken to address it. The Academic Registrar advised that changes had been made to the curriculum to try to improve this, the impact would now need to be monitored. It was noted that the programme offer and overall portfolio would be areas to explore.</p>			<p><b>Pro-V-C Nov 2023 and ongoing Annually</b></p> <p><b>Pro-VC As advised by OfS – likely to be November</b></p>					
The Committee also noted the Research and Knowledge Exchange update, in particular that the summer had seen the return of the Hartpury Research and Knowledge Conference to campus. The summer had also seen Hartpury host the International Society of Equitation Science Conference.								

		ACTION & ACTION DATE
	welcoming the leading equine researchers from around the world to the University. This coincided with the horse trials making this the perfect applied setting and a great opportunity to showcase our research. Research and Knowledge Exchange funding continued to grow and our Higher Education Innovation Funding (HEIF) had increased to approximately £370k for the coming year, together with an additional £100k Quality Related (QR) research funding following the REF.	
	The Committee considered the Inclusivity update noting that Hartpury had submitted its request for variation to our Access and Participation Plan suggesting relatively minor changes. The next steps involved OfS undertaking an assessment of the variation request within 12 weeks following submission following which, the OfS assessor will make a recommendation to the OfS's Director for Fair Access and Participation who will consider the variation and decide if it should be approved. If the variation was approved, the provider must publish the revised approved access and participation plan, including completed plan summary on its website. The revised full plan would also be published on the OfS website.	
	<b>The HE QuEST Committee AGREED the revised KPIs and proposed targets and NOTED the wider update on HE matters.</b>	
<b>HEQuEST 14/11/22</b>	<b>Committee Terms of Reference and Self-Assessment</b>	
	<p><b>Self-Assessment</b> – the only issue highlighted related to membership to ensure the Committee has sufficient experience as the sector undergoes significant change in regulatory processes. It was noted this had been considered at the Search and Governance Committee and an appointment relating to this was to be proposed at the Board in November.</p> <p>It was agreed it would be helpful to provide opportunity for Committee members to feed into the Committee out of the meeting.</p> <p><b>Post meeting the following aspects were fed in.</b></p> <p><b>For the process in future</b></p> <ul style="list-style-type: none"> <li>• it would be helpful for committee members to feed in prior to the meeting.</li> <li>• For the process in the future useful to give indications against the ToRs as to what topics/reports the Committee considered under that heading during the year</li> <li>• that qualitative feedback from members could be included covering: 'members feel they are getting the information they need' and 'members are able to engage appropriately'.</li> </ul> <p><b>For the Self-Assessment for 2021/22</b></p> <p>Feedback on whether the term of reference relating to lesson observation is applicable in HE recognition that Academic Board has responsibility for academic standards but considered a summary report would be valuable as part of the QuEST annual reporting process. This could be a section in the annual quality report or a free-standing item.</p>	<b>Clerk and Pro-VC to consider &amp; update Comm Feb 23</b>

		<b>ACTION &amp; ACTION DATE</b>
	<p>In relation to graduate employment to add reference to the ICE Presentation and to ensure this is added in the agenda cycle for two-yearly updates.</p> <p>To add the joint FE/HE recruitment agenda item, noting it was added in the agenda cycle for two-yearly updates.</p> <p><b>The Committee APPROVED the Self-Assessment, subject to any additional information submitted which would be incorporated.</b></p> <p><b>Terms of Reference</b> It was noted that in the longer term the changes to OFS regulation may need to be reflected in the terms of reference.</p> <p><b>The Committee CONFIRMED the current Terms of Reference.</b></p>	
<b>HEQuEST 15/11/22</b>	<b>Any Points Identified to Highlight at Board</b>	
	<p>PTES Discussion</p> <p>OfS B3 Conditions – potential risk areas capability and capacity to produce data to allow early sight of OfS monitoring.</p> <p>Annual Report</p>	
<b>HEQuEST 16/11/22</b>	<b>Any Other Business</b> None.	
	<p><b>Dates of future meetings-Noted:</b></p> <p><b>The meeting closed at 3.30pm</b></p>	

APPROVED