EDUCATION & STUDENT COMMITTEE
MEETING 19 – 9 NOVEMBER 2017 – UNCONFIRMED MINUTES

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✓ indicates attendance  
A indicates apologies have been provided  
# member attends for strategic development items  
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In attendance:
Helen Fitch, Assistant Registrar (Quality), Student and Academic Services (Minutes)
Alison Edridge, Assistant Director, Quality and Academic Development
Maggie Cunningham, Head of Student Engagement and Experience
James Birkett, Associate Director (Student Administration and Registry Services)
Megan Butler, Student Experience Officer (Policy and Strategy)
Gemma Watt, Governance Administrator
Gemma Kenyon, Head of Careers (Strategy Items)
Alex Rhys, Development Coordinator (TEF/Quality) (Items 7)
Philip Gilks, Chief Executive, City Students’ Union (Item 6)
Mark Brace, Planning and Performance Manager (Strategy Items)

**Part 1 - Preliminary Items**

1. **Welcome and apologies:**
   
The Committee welcomed Philip Gilks (Chief Executive, City Students' Union) and Mark Brace, Planning and Performance Manager (representing Strategy and Planning).

   Apologies were received from Olesa Matcovschi, Margaret Carran, Rachel Anne Knight, Jo Silvester and Ken Grattan.

2. **Minutes**
   
The minutes of the meeting held on 21 September 2017 were **approved**.

3. **Matters Arising**
   
   It was noted that most matters arising would be discussed as part of the main agenda or were due to be discussed at a future meeting. A verbal update was provided on the following:

   **Periodic Review** – some year on reports are still outstanding and the relevant Schools were reminded to provide these as soon as possible.

4. **Chair’s Business**
   
The Chair noted that since the last meeting:

   **Council Assurance Report**

   The report was received at the last Senate and is ready to be presented to Council. A copy of the report had been provided with the meeting papers for note with a later agenda item.

   **Student Engagement and Participation Policy**

   The Policy had been received by Senate and agreed by ExCo in October. The Policy was included for note with a later agenda item.

   **Progress with the UG Team Meetings focusing on KPIs**

   The Chair thanked Schools for their excellent engagement in the UG KPI meetings to date; those that have taken place so far have been very positive. Further meetings are scheduled for November and early December. Following the completion of the meetings an overall report will be compiled. In the meantime, City’s HESA return for the progression KPI has improved and several programmes were noted in particular for their contribution; Computer Science, Psychology, Economics and Optometry.

   **Attainment Gap campaign - an outline of City’s approach**

   The SU had run a positive event highlighting the BME attainment gap within the sector and highlighted City’s disappointing performance in this area. Senate will receive a briefing on performance across public sector equalities, progression and attainment. The PI paper later in the agenda highlights how data will be broken down and analysed by student characteristics. Institutional action planning will follow once the data has been collated and analysed. It was noted that City’s statement on the BME attainment gap can be circulated to interested colleagues.

   **Education and Student Strategy (ESS) Engagement Plan update**

   The Committee was advised that a formal approach to engagement with the ESS had not yet been implemented due to the other meetings and initiatives being planned or in progress. Work was currently being undertaken with UG programme teams to review School and institutional plans and to review how programmes are engaging with existing indicatives (KPI meetings). Once these meetings have been completed and reports are finalised, work will begin on the formal launch of the ESS and the organisation of ESS roadshows.

   **TEF3 update**

   ExCo had received an update on TEF 3 following the release of City data. Updates will be presented at a future meeting when prioritisation and direction have been agreed. It was noted that subject level TEF pilots are underway in the sector.
5. Governance

In September 2017, the Committee had received a draft of the proposed terms of reference for its forthcoming new iteration as a sub-committee of ExCo. This change will change its status from an advisory committee to one which has a direct reporting line. It will enable the Committee to drive institutional work and ensure that resources are devoted to the delivery of the Education and Student Strategy and KPIs. Oversight of educational quality and standards will be within the remit of the newly formed Educational Quality Committee.

In September the Committee had highlighted the importance of clarity in ensuring that it, as well as Senate, has a direct line of sight of learning and teaching matters. It had been agreed that proposals for revisions to the membership would be brought to the next meeting, together with a diagram illustrating the relationships between the new and existing committees, and this had now been provided for discussion. Revised membership proposals for the new Education and Student Committee had also been provided.

The Committee agreed that whilst clarity had now been improved in some areas, further clarification would be required to articulate how consultation, communication and policy development would be managed. It was noted that the current review of Senate policies would address feedback from Schools and institutional priorities in relation to programme development and amendment, periodic review and programme withdrawals. Process maps and communications would be an integral part of that exercise. Susan Blake, ADE from the City Law School offered to provide a list of key processes for which mapping would be useful to support staff understanding and engagement.

It was agreed that the initial focus would be on gaining Senate approval to the revised governance structure, and providing assurance that learning and teaching would have appropriate routes to both Senate and ExCo.

The Committee agreed that the Educational Quality Committee proposal should now go forward to AGC, with minor amendment to:

- the membership, to propose that the elected Senator membership stands at 2 and include representation from Programme Directors to bring further quality assurance and enhancement expertise to the committee.
- the terms of reference, to outline the relationships with other key University committees.

There was discussion about the roles of current informal groups within the new structure and this would be considered further. The proposal paper would now be updated and presented to AGC ahead of consideration by Senate in December.

Actions:

- List of process mapping priorities to support staff understanding and engagement will be provided (ADE Law, February 2018)
- Updated Educational Quality Committee proposal to be provided to AGC and Senate (S&AS, November/December 2017)

6. Students’ Union Standing Report

The SU VP Education presented the report which provided a summary of the SU’s current activity including key highlights and priorities, work on student feedback and the implementation of the SU Vision 2020. The SU is striving to strengthen the student community across all programmes and is encouraging proposals for new academic societies. Other current priorities centre around the student experience, programme representation and student support.

Segmentation Project

The SU Chief Executive presented a paper outlining the key actions to be taken forward by the SU following the Segmentation Research carried out 18 months ago. The Redbrick research had provided an additional question for students to answer which could be incorporated into the enrolment process. This ‘golden question’ would ask them to rate their response to a range of statements. The Committee discussed the pros and cons of incorporating the question and it was agreed that a small group would meet separately to explore these and any resource requirements in more detail and report back to the Committee.

Action:

- Head of Student Experience and Engagement to facilitate further discussion with the SU on the next steps for further use of the Redbrick research (Head of SEED, February 2018)
7. **Office for Students**

The Committee received a paper outlining the details of the DoE consultation on the Office for Students, *Securing student success: risk-based regulation for teaching excellence, social mobility and informed choice in higher education*.

The consultation focuses on the proposed role of the Office for Students, the powers it will have to control the sector, and the processes for new institutions obtaining degree awarding powers. There will be implications for quality monitoring which would become outcome based and this could potentially allow institutions to relax standards on quality processes.

The Committee was asked to consider the 14 questions noted on the final page of the paper by 13 December to meet the deadline for submission of the response. The SU was also being consulted and the President will sign off the formal response.

8. **Education and Student Strategy**

   **Performance Indicators**

A proposal for reporting Education and Student Strategy performance indicators was received for consideration. The paper detailed how progress made towards the ESS targets will be reported on going forward and included a table of the ESS PIs, a detailed timeline showing when data will be available and when analytical reports will be submitted to relevant committees.

Work will include ensuring TEF metrics and widening participation data is systematically included. Relevant data is available on Sharepoint, and a forthcoming MAfS Project on Management Information is in its early stages.

   **Distinctive Offer**

A paper providing overview and timeline for the Distinctive Offer project was received. The project would incorporate research and practice-inspired education, global perspectives and preparedness for business and the professions within the curriculum. The first phase of the project focuses on the development of a framework. It was confirmed that the project would first articulate the extent of coverage currently within City’s programmes. It would also embed the key priorities into programme approval and periodic review to prompt consideration of how they might be included. The Committee approved the project proposal.

   **Continuing Professional Development for Learning and Teaching**

The Committee received an update on the current extent of continuing professional development for learning and teaching for academics at City. It was acknowledged that this could be improved and thought is being given to what is needed for specific roles. The Committee agreed that institutional priorities would initially be:

- Assessment design (assessment design will also form part of the toolkit under development as part of the Assessment Review Project).
- Peer review

In addition, it was suggested that priorities for the forthcoming year could be determined at School Learning and Teaching Committees.

9. **Student Satisfaction**

   **Student Representation Review**

The Head of Student Experience and Engagement presented a paper outlining the proposed the approach to the review of Student Representation including an overview of the project, planned timeline and indicators of deliverables. Work would commence with a joint approach with the SU to identify options that could be implemented quickly and this would be followed by sector research and identification of innovations for future practice. The Committee approved a project plan for the proposed Student Representation project.

   **PTES 2017**

It was noted that the report for PTES results has been delayed due to discrepancies with the data and will be submitted at a future meeting.
10. Progression

**Personal Support**

The Committee noted the intended approach for reviewing personal support for students, as agreed by the Progression Improvement Working Group in October. This project will examine the personal support offer at City in the context of student feedback, best sector practice and current work to improve Personal Tutoring. Recommendations will be made for improvements to be brought forward through 2018/19.

**Minutes**

The minutes of the Progression Improvement Working Group (Meetings 6, 7 & 8) were received and noted. Key highlights include the approval of an evaluation framework for key activities and the introduction of a support for success statement.

**Personal Tutoring**

The Personal Tutoring Policy in the process of being revised to support the strengthening of the personal tutorial system. The Committee reviewed the current draft and noted that further revisions will be made. Areas under consideration include the scope of offer that will be made to students.

**Action:**

- The revised Personal Tutoring Policy will be received for consideration (Assistant Director LEaD, January 2018)

11. Employability

**DLHE 2017**

The strategic plan for 2017 DLHE outcomes initiative was considered together with the School 2016 DLHE reports. The report summarises the various strands of work being undertaken or proposed by the Careers Service to maximise the 2017 DLHE performance, including the new ‘Winter Internships’. The 2016 DLHE reports were provided as a follow up to the higher level summary paper which came to the previous meeting.

It was noted that the Careers Team are available to support Programme Directors in encouraging students to respond to the initiatives.

12. Student and Academic Services Standing Report

The Director of Student and Academic Services outlined key recent activities which included the launch event held to disseminate the S&AS Annual Report, attended by academic and professional colleagues from across City. The Annual Report illustrates the scope of activities undertaken and how the role of the service supports City’s KPIs.

**E:Vision Personal Tutoring**

MAfS had worked with Schools and IS to coordinate the development of the new tool to support personal tutoring. Usage statistics had been very impressive to date with 77% of the expected staff having logged in since the launch in September, and 67% of students.

**Student Engagement and Attendance Monitoring**

Requirements for this new project were currently being identified with a view to procuring a system in December. The timescale to resource and implement this initiative would be challenging and other work may need to be re-prioritised.

**Senior Leadership Team**

Thanks were extended to both Gemma Kenyon and Maggie Cunningham who would be taking maternity leave in the coming weeks. Both have undertaken significant work in support of City’s ongoing developments. Plans were in place to cover their periods of leave to ensure continuity in the SLT.

The Deputy Dean of SASS also noted thanks to the MAfS Team for their engagement with staff. The Chair also noted that he had received very positive feedback from staff on the availability of student data and would contact the MAfS Team to thank them.

**Action**

- Deputy President and Provost to contact MAfS to thank the Team for their engagement with staff and provision of resources (DP&P, December 2017)
13. LEaD Standing Report

LEaD’s report included congratulations to Professor Pam Parker on her National Teaching Fellowship award, and Julie Voce for her Fellowship for distance education from University of London.

The MA Practice continues to be oversubscribed and additional sessions are being run to address the waiting list.

14. Undergraduate Assessment Strategy Review

A paper outlining the actions taken to date was presented by the Deputy Director of LEaD. Workshops and mapping have been completed and modules are being prioritised for review, with the focus on those which have not performed well.

It was noted that a further stage may be required for the project to enable feedback from the initial stages to be gathered and analysed. Marking and moderation workloads will also be reviewed on behalf of Senate. Priorities will be determined with Schools to identify short and long term gains.

15. English Language Support

An update on English for Academic Purposes was received which outlined the current provision and an overview of the English language support available for non-native English speaking students. A table showing the arrangements in place for each School was also provided. The Deputy Dean of SASS advised that the current approach has worked well so far and the intention is to evaluate it at the end of Term 1.

Action
- Update to be provided to the Committee following the review of Term 1 English Language Support (Dept Dean SASS, April 2018)

16. Annual Assurance Report to Senate and Council

The draft report, approved by Senate in October 2017, was noted. It will be presented to Council in November 2017. Student & Academic Services has led the development and drafting of the report in liaison with the College Secretary and contribution from LEaD. A joint statement on student representation in quality and academic standards was developed in consultation with the Students’ Union for inclusion with the report.

17. Assessment Regulations

The Committee noted that feedback had been received on the sections of the Assessment Regulations relating to compensation, capping of resit components, trailing of modules and repeat years. The ADE Forum had considered the feedback in detail and noted the impact of potential change on quality and standards and student progression. The Forum had made several recommendations for the Committee’s consideration.

The ADE Forum also recommend that any consultation taken forward on behalf of Senate relating to feedback on the Assessment Regulations should also include consideration of the outcomes of the recently published Understanding Degree Algorithms Report where relevant. This report had been produced by UUK and GuildHE who had been commissioned to investigate the processes undertaken by institutions to determine students’ final degree classifications.

Education and Student Committee discussed and endorsed the recommendations and agreed they should be presented to Senate for approval.

It was noted that the Assessment and Marking Policy would need to be updated to reflect any revisions, together with various guidance notes.

18. Assessment Boards 2016/17

A report was received which summarises key observations from the annual sampling of Assessment Boards. Those sampled to date had operated broadly in accordance with Senate’s Assessment Regulations although there had been some issues experienced with marks data at some Boards. There are
recommendations in the report on how City might both enhance the data submitted to Boards and clarify some areas of practice (such as Risk Management and Student Prizes).

Education and Student Committee endorsed the recommendations ahead of the full report to Senate and it was agreed that the report would provide a focused action plan in response to the recommendations.

19. Senate Policies
   
   **Student Attendance and Engagement Student Policy**
   
   The Student Attendance and Engagement Policy has been informed by consultation feedback from Education and Student Committee, the SU and Progression Improvement Working Group. It was received by Senate and approved by ExCo in October. It is proposed that the policy will be implemented from September 2018. A project led by MAIS is underway to scope and develop the system that will support its delivery. The Committee noted the policy.

   **Extensions and Late Participation**
   
   The draft consultation paper was approved for to circulation to Boards of Studies, LEaD and the SU. The consultation had been prepared in liaison relevant staff and the SU and would inform future updates to Policy and Guidance to support equality of opportunity.

   **PSRB Policy**
   
   The Policy has been refreshed to strengthen Senate oversight of PSRB activity and a set of proposed updates to the reporting template will capture good practice for dissemination. The revisions have been informed by internal and external developments including the recent Internal Audit outcomes. The Committee agreed that the Policy should go forward for Senate approval.

20. Programme Approval and Amendment

   **Current Programmes and Terminations**
   
   The current list of programmes running in 2017/18 was received and noted, together with the list of programmes suspended or terminated in 2016/17.

   **Board of Studies Amendments**
   
   The Committee received a paper outlining key Board of Studies Amendment activity and the themes arising from this work in 2016/17. Comments and observations on the process were included in the report alongside summary data and plans for future enhancements. The Committee approved the recommendations noted in the report.

   The report advised that the deadline for future amendments will be adjusted to allow for consideration of UCAS deadlines and to comply with CMA requirements. In discussion, it was suggested that staggered deadlines for UG and PG could be considered to meet the various external requirements.

   If late programme amendments were requested, these may be permitted in some circumstances although Schools should flag these up in advance so that the relevant stakeholders could be put on notice. Guidance on how late amendment notifications will be managed will be produced. The Committee agreed that it will also be important for City to retain institutional oversight of significant changes to programmes so these should be managed in the appropriate way and not through the BoS amendment process.

21. External Examiners

   An updated summary of confirmed and outstanding appointments and reappointments for 2017/18 was received. The Committee noted that 31 appointments are still required for the current academic year and it was reported that Schools are seeking nominations where relevant.

22. Graduate School

   To minutes of the meeting held in June 2017 were received and noted.

23. Collaborative Provision Committee

   It was noted that the first meeting will be held in November 2017.

24. Sector Update - QAA Guidance on preventing cheating in Higher Education
A summary of the QAA guidance report *Contracting to Cheat in Higher Education: How to Address Contract Cheating, the Use of Third-Party Services and Essay Mills* was received and noted. The Committee discussed the potential implications for City and approved the recommendations for next steps for City.

25. **Sector Update – Consultation on the review of the UK Quality Code for Higher Education**

The Committee received an update on the present consultation which focuses on the revised expectations and core practices. Student and Academic Services will circulate details and coordinate City’s response by the deadline of 13 December.

26. **University of London Quality Enhancement Review**

A copy of City’s 2016/17 submission to University of London was noted for information. The Quality Report is a requirement for all University of London institutions. City’s report has been submitted and was approved on 7 November 2017.

27. **Next Meeting**

    **February 2018 to be confirmed**

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1. City, University of London’s Publication Scheme, produced in accordance with the Freedom of Information Act 2000, makes clear that the papers and minutes of meetings of Council and Senate and their committees are routinely published on the web. Restricted and closed papers are exempt under the Scheme. All other papers are Open and are published without hesitation on the web. "Restricted" papers are made available to staff. Staff should treat "Restricted" papers as confidential and not to share or discuss them with anyone other than City staff.  

2. Recommendations included in papers not starred and not discussed will be taken as approved.