

How the Corporation obtains the views of staff and students

NCG's Articles of Government place a responsibility on the Corporation to publish arrangements for obtaining the views of staff and students on the determination and periodic review of the educational character and mission of the institution and the oversight of its activities.

The views of students are gathered through surveys, face to face meetings and complaints procedures. Staff aim to respond to any concerns early and at local level. The Corporation receives an annual report on complaints and learner feedback.

The views of staff are gathered through management processes: business planning, budget setting, performance monitoring and self-assessment. These processes provide high levels of staff involvement in setting direction and monitoring progress.

The strategic proposals and monitoring reports considered by the Corporation are informed by these processes.