



## CASE STUDY

Sarea Younis, Quality Manager  
Tameside College

### AT A GLANCE

#### PREVIOUS CHALLENGES

- Lots of different documents
- Stored on different platforms

#### CURRENT BENEFITS

- One platform to streamline processes
- Produces data for SLT to drive improvement
- Accountability for staff and management



“CollegeiP has become the platform where we are able to streamline processes, and make them consistent whilst also producing data for SLT.”

**SAREA YOUNIS**

Quality Manager, Tameside College

### OVERVIEW

Based in Ashton-under-Lyne, Greater Manchester, Tameside College is a further education college that provides the next steps from school to university and employment. They also offer a range of apprenticeships as well as adult and university-level courses.



### IMPACT

As a college, we previously used several word documents and templates that were then stored in different platforms i.e. SharePoint. So, bringing all the information together took a long time.

CollegeiP has become the platform where we are able to streamline processes, and make them consistent whilst also producing data for SLT.

We are able to pull the full appraisal and observation processes together, whilst also showing support and CPD. All this being live to the manager and the staff member whereas previously, we had to use several other platforms for checking.

It brings back the accountability for staff and managers. Curriculum are working really well and they advise that other college processes could be carried out in CollegeiP so we are going to look at these things as part of the development for the academic year 23/24.



## A BRIEF CHAT WITH...

Sarea Younis, Quality Manager  
Tameside College

**Can you share a little information about you and your role?**

I'm a quality officer at Tameside College. It was in 2008 when I started at the college and I worked in curriculum and also supported the quality team.

**Can you tell us about Tameside College?**

Tameside College is located in Ashton under Lyme in the borough of Tameside, Greater Manchester. We have 4 campuses. The first one is at Beaufort Rd. which is mainly construction, health and social care, vocational, and apprenticeships. Clarendon is a 6th-form College focused on A-levels and applied science. Tameside in Ashton town Centre provides bakery, catering, travel, tourism and computing. The enterprise building in St Peters field is TACE (Tameside Adult Community Education).

**Why did you choose to use CollegeiP?**

Mainly for annual appraisals. We have tried over the past four years, different strategies, methods, and systems. Previous systems were a time-consuming process. So we looked at CollegeiP and looked at the quality of the reporting of teaching and learning. We made curriculum teaching and learning the focus for reporting the quality of the teaching, learning, and assessment, as well as annual appraisals.

**Did you find the guidance and the support we provided helpful?**

I thought that the guidance and support was excellent. We had to have a whole change mindset of how to create and manage CollegeiP.

**How did you introduce CollegeiP and what time scale and functionality did you use first?**

Introducing CollegeiP was a big task because bringing any new system to an organisation can be a challenge. Setting key dates, particularly with the curriculum team, on a daily, monthly and sometimes termly basis. I knew it was going to be a challenge but training was key.

Face-to-face training was employed but also having guidance booklets available too. I have built guidance booklets for them from all the help guides in CollegeiP. I just personalised them for Tameside College.

**Are there any other functions that you're planning to use or just started using?**

We also launched the CPD feature, because again as a college the existing process was very outdated. The collecting of feedback from CPD courses.

I've identified the need for upskilling some working practices. We've also subscribed to the policy module and that will be live so from August this year, all staff will access policies via CollegeiP. So it's becoming quite the one-stop shop.

**Did you have any challenges when you were introducing CollegeiP?**

I envisaged that the challenges would be with curriculum Teaching and Learning, that they're used to spreadsheets stored in SharePoint with only limited access. The changing of processes and working practices curriculum were the drivers in the development of CollegeiP as it pulls all the information together and the export feature for monitoring forms.

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Other departments require support moving them away from Word documents and Excel spreadsheets. We've had challenges because staff feel they haven't got time to understand CollegeiP, so a gentle approach was required

I sent a questionnaire to the managers, to gain their feedback.

**Do you have any general comments about CollegeiP?**

I have found CollegeiP useful as a team leader to focus on my development, particularly on setting objectives for team members and ensuring their completion. The team members have appreciated and enjoyed having their own input into the process. By adding evidence of their work. They feel that it is more visible to themselves and myself as a team leader in terms of what they achieve on a daily and occasional basis.

The system makes the process of line management more streamlined, efficient, and meaningful. CollegeiP has improved the quality of staff management.

**What are the next steps?**

First and foremost, I need to make sure that our senior leadership team is familiar with CollegeiP. I have requested that I do a short training session in an SLT meeting soon.

**What are your thoughts and ideas on developing CollegeiP further?**

I don't wish to take this in an HR direction just yet, for example for formal capabilities. The key for 2023/24 is to carry on using the system as it is.

All the forms are going to need to be updated which will be achieved in part through the brilliant support from CollegeiP.

I am aware that there are still some training needs.

**What advice would you give to any leaders or colleagues in other colleges who were potentially thinking about using CollegeiP?**

First and foremost, use it for what it's intended to be used for, which is the appraisals, but also build in reporting on the quality of teaching and learning. I had a lot of input from SLT. We discussed what targets we wanted for the teachers and what competencies.

We're now at the point with CollegeiP, where it's exactly what they want.





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Do you have advice for someone choosing to subscribe to CollegeiP?

I would plan, change management to get the right people on board, because, for us, the teachers are the people on the ground. They were our main focus.

What do you feel CollegeiP can do to help you and your colleagues to improve your experience?

There's nothing more that you could do. The support is second to none. You have offered advice to slow me down and say listen this is CollegeiP. Think about what you want to do and involve managers. Keep accountability with the managers, and check they are happy. I can put forward more suggestions to improve CollegeiP.

What did you take away from other organisations using CollegeiP?

We got some really good information from Kendall College about using the different tutor types, because they explained the difficulties that they had filtering teachers, business support, and technicians. So, I worked on that use of roles, from the very beginning. I identified the different tutor types that we needed. and with SLT's support linked objectives and competencies.

Do you find regular communication worthwhile?

At present, I'm looking to set up CollegeiP for the new academic year. So anything in the emails that's relevant to the setup of the new academic year, that's what I'll concentrate on.



If you would like to find out more about **CollegeiP** and how it could help your college to establish a staff performance management system, that's robust and supportive, then do get in touch.

Simply call, 0333 0433 450 or  
email  
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