

Board of Management

Learning, Teaching & Student Experience Committee

Date of Meeting	Tuesday 25 February 2025
Paper No.	LTSEC3-F
Agenda Item	4.6
Subject of Paper	Strategic Risk Review
FOISA Status	Disclosable
Primary Contact	Drew McGowan Associate Director of Governance and Risk
Date of production	20 January 2025
Action	For Discussion and Decision

1. Recommendations

- 1.1. To discuss and approve the Strategic Risk Register for risks reported to the Committee, recommending any changes to the Board of Management for final approval.
- 1.2. To note the Risk Management Action Plans for risks reported to the Committee.

2. Purpose

- 2.1. To provide the Learning, Teaching & Student Experience Committee with an update on the most recent quarterly review of the College's strategic risks for those reported to the Committee. The Strategic Risk Register and the Management Action Plans (MAPs) are enclosed.

3. Consultation

- 3.1. All strategic risk owners were consulted during the latest quarterly review.

4. Key Insights

- 4.1. Risk management is a key component of the College's internal control and governance arrangements and, as such, is an important responsibility of the Board of Management, the Executive Leadership Team (ELT) and the Senior Management Team (SMT). Final approval of the Strategic Risk register is reserved to the Board and the Audit & Assurance Committee has oversight over the College's risk management approach.
- 4.2. ELT and SMT members are invited to review the risks they own on a quarterly basis. This is to ensure that the College, our Board and its committees, remain aware of any changes in the risk environment and that our risk management plans remain up-to-date and effective. Committees review the risks that are within their remit and recommend any changes to the Board for final approval.
- 4.3. The Strategic Risk Register and the MAPs are enclosed for the Committee's consideration and approval of members. Five strategic risks are reported to the Committee. No changes to risk scores are proposed in this review.

5. Impact and Implications

- 5.1. The effective management, control and mitigation of risks are essential to the College's institutional and financial sustainability, compliance, reputation and future growth.

Appendices:

Appendix 1: Strategic Risk Register

Appendix 2: Risk Management Action Plans

Strategic Risk Register

The Risk			Assessment			Changes		Board
ID	Risk Title	Owner	Impact	Prob.	Net Score	Trend	Updated	Committee
SR1	Failure to support successful student outcomes and progression	VPSE	5	2	10	↔	Jan '25	Learning
SR2	Failure to establish an optimal pedagogical model	VPSE	5	1	5	↔	Oct '24	Learning
SR4	Failure of the College's duty of care to students	VPSE	5	2	10	↔	Sept '24	Learning
SR5	Failure to realise planned benefits of Regionalisation	Pr DPr	3	3	9	↔	Jan '25	Conveners'
SR6	Negative impact upon the College's reputation	VPCDI	3	3	9	↔	Jan '25	Development
SR7	Failure to achieve improved business development with stakeholders	VPCDI	3	3	9	↔	Jan '25	Development
SR8	Failure to manage strategic risks associated with CGI Ltd	VPCDI	5	2	10	↔	Jan '25	Development
SR9	Failure to manage performance and achieve improved performance	DE	5	3	15	↘	Jan '25	Audit
SR10	Failure to attract, engage, and retain suitable staff	VPPCS	4	4	16	↔	Jan '25	People
SR12	Negative impact of statutory compliance failure	DPr ADGR	5	2	10	↔	Jan '25	Audit
SR13	Failure of compliance with Environmental Social and Governance (ESG) duties	DPr ADGR	5	2	10	↗	Jan '25	Audit
SR14	Failure of compliance with the General Data Protection Regulations (GDPR)	DPr	4	2	8	↔	Jan '25	Audit
SR15	Failure of corporate governance	Pr ADGR	5	1	5	↔	Jan '25	Audit
SR16	Failure of business continuity	ADGR	4	2	8	↘	Jan '25	Audit
SR17	Negative impact of industrial action	VPPCS	5	2	10	↔	Jan '25	People
SR18	Failure of IT system security	DIT	5	2	10	↔	Jan '25	People
SR19	Failure to achieve operating surplus	CFO	4	4	16	↔	Jan '25	Finance
SR20	Failure to maximise income via diversification	CFO VPCDI	4	3	12	↔	Jan '25	Development
SR21	Failure to obtain funds from the Foundation for the College's priorities	CFO	4	3	12	↔	Jan '25	Finance
SR23	Failure to secure a sustainable model/level of funding	CFO	4	4	16	↔	Jan '25	Finance
SR24	Failure to secure sufficient capital investment	CFO	4	4	16	↔	Jan '25	Finance
SR26	Failure to prepare and respond to emerging public health incidents and crises	DPr	5	2	10	↔	Jan '25	Conveners'
SR27	Failure to prepare for the impact and harness the capabilities of AI	VPSE	3	3	9	↔	Jan '25	Learning
SR28	Failure to manage strategic, physical and digital assets and infrastructure effectively	VPCDI CFO	4	3	12	↔	Jan '25	Development

Impact and Probability Criteria

Score	Impact	Probability
1	Insignificant: the risk has minimal to no effect on the College's operations, objectives, reputation, stakeholders or financial sustainability.	Highly Unlikely: the likelihood of the risk occurring is minimal. It would be estimated that the risk has a 1-5% chance of happening.
2	Minor: the risk may cause slight disruption or impact on the College's operations, objectives, reputation, stakeholders or financial sustainability.	Unlikely: the likelihood of the risk occurring is unlikely but still possible. It would be estimated that the risk has a 6-25% chance of happening.
3	Moderate: the risk has a noticeable impact or disruption, affecting the College's operations, objectives, reputation, stakeholders or financial sustainability.	Possible: the likelihood of the risk occurring is reasonable. It would be estimated that the risk has a 26-50% chance of happening.
4	Major: the risk has a substantial impact on the College's operations, objectives, reputation, stakeholders or financial sustainability.	Likely: the likelihood of the risk occurring is probable. It would be estimated that the risk has a 51-75% chance of happening.
5	Critical: the risk is a severe threat to the College's operations, objectives, reputation, stakeholders or financial sustainability.	Almost Certain: the likelihood of the risk occurring is highly likely. It would be estimated that the risk has more than a 75% chance of happening.

Key

Pr	Principal & CEO
DPr	Depute Principal & COO
CFO	Chief Financial Officer
VPSE	Vice Principal Student Experience
VPCDI	Vice Principal Corporate Development
VPPCS	Vice Principal People & Corporate Services
ADGR	Associate Director of Governance & Risk
DE	Director of Excellence
DCS	Director of Corporate Support
DSE	Director of Student Experience
DIT	Director of IT

- ↗ New risk or existing risk score has increased since the previous review.
- ↘ Risk score has decreased since the previous review.
- ↔ Risk score has not changed since the previous review.

Risk Matrix

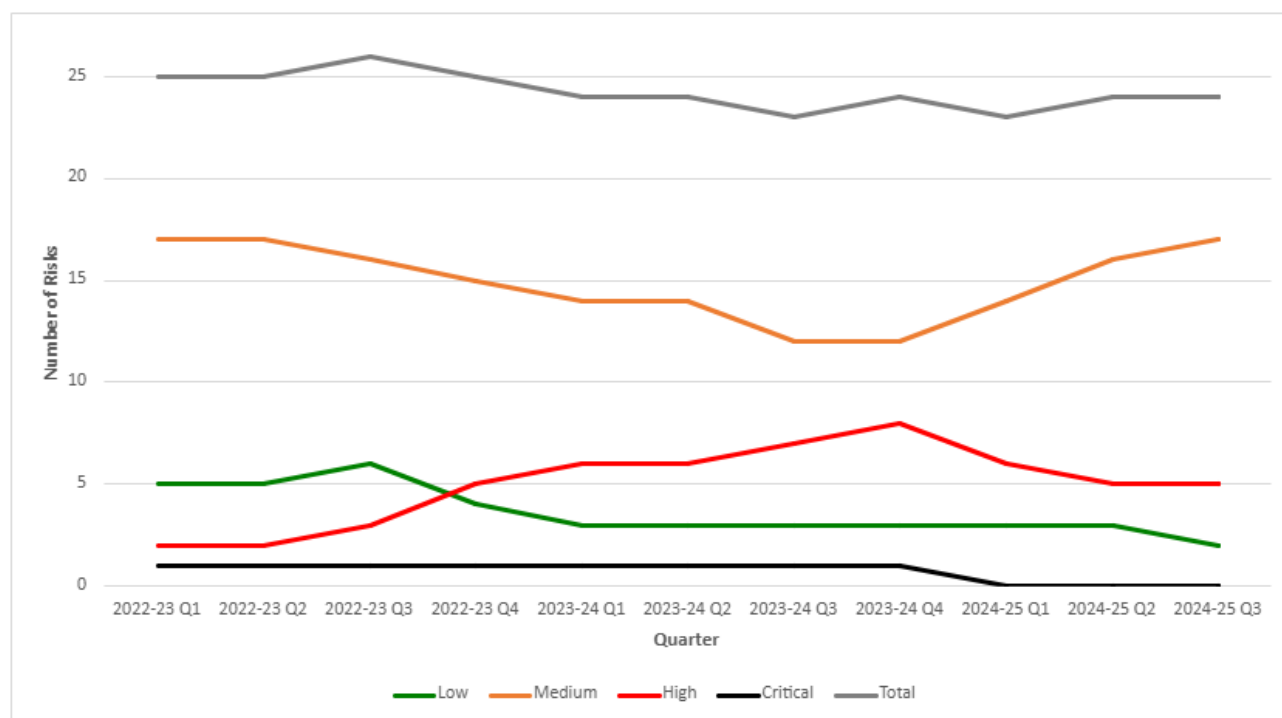
	5	5	10	15	20	25
5	5	10	15	20	25	
4	4	8	12	16	20	
3	3	6	9	12	15	
2	2	4	6	8	10	
1	1	2	3	4	5	
	1	2	3	4	5	

- LIKELIHOOD**
- IMPACT**
- Low (1-5)** Acceptable level of risk subject to periodic review
 - Medium (6-12)** Moderate level of risk subject to regular monitoring and mitigating actions and plans being in place
 - High (15-20)** Unacceptable level of risk requiring immediate actions and plans to prevent or mitigate
 - Critical (25)** Critical level of risk requiring urgent attention and actions to prevent or mitigate

Risk Appetite

Risk Appetite ¹	Risk Categories
Avoid: The College avoids any form of risk, striving to maintain an entirely risk-free approach.	Preparedness
Averse: The College prefers to accept minimal risk, prioritising safe decision-making while recognising potential limitations on innovation and opportunities.	Compliance and Governance
Cautious: The College is willing to accept some low risks while primarily favouring safe decision-making, acknowledging the potential for restricted innovation and limited outcomes.	Financial
Moderate: The College tends to expose itself to moderate levels of risk, aiming for acceptable, though not overly ambitious, outcomes.	Reputation
Open: The College is open to innovative decisions and strategic implementations, prioritising productive outcomes even when accompanied by elevated risk levels.	Change and Development People and Culture
Hungry: The College actively seeks pioneering decisions and strategic implementations, embracing substantial risk to secure highly successful outcomes and benefits.	Education and Student Experience

Score Trend Chart



¹ Full risk appetite statements for each risk category are outlined in the Risk Management Policy.

Risk Management Action Plans

The Risk						Net Score				Gross Score			Changes		
ID	Risk Title	Owner	Risk/Treatment Description	Developments/Commentary	Appetite	Impact	Prob.	Score	Target	Impact	Prob.	Score	Trend	Updated	History
SR1	Failure to support successful student outcomes and progression	VPSE	<p>There is a risk that the College may fail to support successful student outcomes due to curriculum issues, ineffective industry connections and inadequate articulation arrangements. This could lead to students leaving without completing their courses, resulting in financial and reputational damage, as well as affecting student recruitment.</p> <p>To address this risk, the College employs performance reviews, self-evaluation, and quality cycles to monitor and improve outcomes. Curriculum planning prioritises performance indicators, and a Student Academic Experience Strategy is implemented for a positive learning environment. The College maintains ongoing collaboration with HEIs to foster articulation links for smooth student transitions.</p>	<p>Jan '25: This is the first academic year with no interruptions to learning and teaching at the College in several years, allowing for the full delivery of classes and an improved student experience as measured by the My Student Experience Survey. The Student Academic Experience Strategy is being progressed. The Student Success Framework was reviewed by LTSEC in November and we have secured funding for full implementation of City Attributes across all levels and courses. These are two key parts of the SAES.</p> <p>Oct '24: Now that industrial action has been 'resolved' and all staff are back at work and fulfilling contractual duties, there is renewed concentration and focus on attainment and improving student outcomes utilising portfolio review and the new TQEF methodology.</p>	Hungry	5	2	10	5	5	5	25	↔	Jan '25	<p>Sept' 24: Score decreased from 20 to 10.</p> <p>Sept '23: SR1 and SR3 merged. Score increased from 5 to 20.</p> <p>Aug '23: Edited for transfer to new MAP. Proposed that SR1 and SR3 be merged.</p> <p>Aug '22: Score decreased from 10 to 5.</p>
SR2	Failure to establish an optimal pedagogical model	VPSE	<p>There is a risk that the learning and teaching approaches at the College may not adequately cater to the needs of learners and stakeholders, including employers. The absence of a robust evidence base for "sector-leading" practices may hinder the effectiveness of the pedagogical model. To address this risk, the College implements several measures built around the Student Academic Experience Strategy which incorporates our City Learning approach which is Active, Blended and Connected. Students are co-creators of their own learning, challenged with real-life problems fostering a dynamic and industry-relevant learning environment. Faculty Operational Planning also plays a vital role in overseeing the execution of these strategies to optimise the pedagogical model.</p>	<p>Oct 24: The Head of the Learning & Teaching Academy has been appointed and will re-energise work in enhancing the pedagogical model (Active, Blended and Connected) and associated staff development.</p> <p>Aug '24: The College is currently undertaking recruitment for a new Head of the Learning & Teaching Academy. With this appointment, the LTA structure will be completed as planned.</p> <p>May '24: The Learning & Teaching Academy continues to offer training and development for all lecturing staff. This has culminated in the annual Learning & Teaching Conference, which is supported and delivered by our own staff, where innovative learning and teaching practice is shared with colleagues across the tertiary sector.</p>	Hungry	5	1	5	5	5	4	20	↔	Oct '24	<p>Aug '23: Edited for transfer to new MAP.</p>

ID	Risk Title	Owner	Risk/Treatment Description	Developments/Commentary	Appetite	Impact	Prob.	Score	Target	Impact	Prob.	Score	Trend	Updated	History
SR4	Failure of the College's duty of care to students	VPSE	<p>There is a risk that the College may fail in its statutory duty of care to students in the following areas: Safeguarding (Lead: DSE); Corporate Parenting (Lead: DSE); PVG Scheme/Disclosure (Lead: VPPCS); and Prevent (Lead: ADGR).</p> <p>To mitigate this risk, the College has the policies, procedures and designated leads in place for each duty. Regular training, facilitated through Organisational Development, is available for staff to raise awareness and understanding across the College. To fulfil its duties, the College collaborates with a range of external partners, e.g. other colleges, Corporate Parents, forums at a sector/national level and Police Scotland. By working together, they can share best practices and support each other in fulfilling their duty of care effectively.</p>	<p>Sept '25: The Learning, Teaching & Student Experience Committee received the annual report on the College's Corporate Caring Duties for 2023-24 at its meeting in September 2024 from DSE.</p> <p>May '24: The College has been working closely with Police Scotland and Glasgow City Council on a Prevent referral during 2022-23 and 2023-24. Recently, due to positive progress, this case was successfully closed and is now subject to periodic reviews.</p> <p>Sept '23: DSE provided a report on Corporate Caring Duties to the Learning, Teaching & Student Experience Committee.</p>	Averse	5	2	10	5	5	4	20	↔	Sept '24	<p>Aug '23: Edited for transfer to new MAP.</p> <p>Oct '20: Score increased from 5 to 10.</p>
SR27	Failure to prepare for the impact and harness the capabilities of AI	VPSE	<p>There is a risk that the College fails to prepare for the negative impact and harness the capabilities of AI. The exponential development of AI could disrupt the College's curriculum, pose a risk to academic integrity, present ethical concerns and result in productivity/performance challenges.</p> <p>To treat this risk, the College has guidance on AI in place for staff and students, which will be continuously reviewed, and will continue to facilitate appropriate training. We will continue to monitor AI developments and engage with key stakeholders to learn and share best practice. In doing so, the College will adopt an open attitude to AI - preparing for the risks and opportunities. Any AI projects within the College will have effective oversight from SMT and reportage to the Board in place.</p>	<p>Jan '25: The Learning & Teaching Academy will be updating the College's guidance on AI for staff and students. The Digital Transformation Group will explore a more comprehensive use of AI across the College to improve our processes, achieve efficiencies and free time for staff to focus on more quality aspects of the staff and student experience.</p> <p>Oct '24: The College has guidance for staff and students on the use of AI in place and staff and students have also been supported through the delivery of workshops across the College. There are plans for the guidance to be reviewed by the new Head of Learning & Teaching Academy in the New Year to ensure it is up-to-date and effective.</p>	Hungry	3	3	9	6	4	4	16	↔	Jan '25	May '24: New risk added. Net score set at 3 x 3 (9).