

**Higher Education Published Information Policy
August 2020**

Key Purpose and Objectives

This document outlines the structures, processes and procedures that must be adhered to when producing information for publication. This Code allows the College to assure itself that its requirements for the completeness and accuracy of public information reflect its commitment to good practice, transparency and honesty, as a principle in itself and as a means of maintaining public confidence in our higher education provision.

For further advice on how the code of practice works, you should contact the HE team.

Key Responsibilities*Head of HE*

- Establish and review policy
- Advise on guidelines and procedures
- Facilitate the Academic Board

Heads of Faculty

- To assure that consistency and compliance with approval processes occurring

Faculty Area Managers & Teaching Staff

- Follow guidelines and procedures

Policy and Legislative Connections

Additional guidance can be obtained by visiting www.qaa.ac.uk and referring to UK Quality Code.

Referenced to:

OFFICE FOR STUDENTS: Student Information and data: Making Choices: Guide for students on sources of information and making decisions

CMA: UK higher education providers – advice on consumer protection law.

1. Introduction

1.1 The code of practice is built on the College's commitment to:

- i. ensuring care in writing and proofing published materials;
- ii. confidently assuring itself where reasonably possible, about the reliability, accuracy and completeness of its published information in relation to Higher Education (HE) programmes ;
- iii. publishing full, accurate and verifiable information about its HE quality and standards documentation;
- iv. enhancing transparency and clarity of information relating to HE;
- v. not intentionally acting in a misleading manner in relation to published information made available to external and internal stakeholders;
- vi. ensuring that the College fulfils its responsibilities in relation to consumer protection law.

1.2 Published information within the context of this code refers to:

- i. College quality and standards materials including codes of practice, regulations, policies and guidelines relating to higher education and those required by law to meet provider conditions set by the OfS;
- ii. marketing and publicity materials;
- iii. programme delivery material including (but not limited to) validation/approval documents, programme and module handbooks, any material published on the virtual learning environment (VLE);
- iv. student records of academic achievement whether leaving on completion or non-completion of their programme of study including (but not restricted to) notification of results and results transcripts.

1.3 The College will work within the regulations and codes of practice of its University partners and awarding bodies, where appropriate, to seek the formal approval of quality and standards of marketing materials prior to publication.

2. General Principles

2.1 The College recommends that prospective students and applicants should contact the College to check the current position on programmes and services.

2.2 The College reserves the right to make changes to, or remove items with regard to its website, programmes, marketing materials, regulations, codes of practice, policies or guidelines, or remove or alter any content at any time without notice.

2.3 Changing circumstances may cause the College to have to adjust its provisions at any time and in some instances despite its best efforts, the College's published information relating to higher education may sometimes not reflect the College's current offer.

2.4 Whilst the College endeavours to ensure the information on this site is accurate and up to date, it is presented without any guarantees, conditions or warranties as to its accuracy.

2.5 The College disclaims all liability and responsibility arising from any reliance placed on the information contained on its website.

- 2.6 The College will not be responsible for any claims for damages arising from the use or non-use of its websites or any of its contents.
- 2.7 The College will not be responsible for any liability for direct or indirect financial or other losses arising from any discontinuations, changes to or mergers of any programme of study, service or facility.
- 2.8 College Heads of Faculty, Faculty Area Managers (FAMs) and HE Course Leaders (HECLs) must ensure the accuracy, completeness and reliability of information produced, prior to and following publishing of material for external or internal purposes.
- 2.9 Institutional guardianship of published information must be underpinned by purposive sampling and regular reviews and carried out annually by the College.
- 2.10 Feedback to the University Centre and Marketing is welcomed so that where appropriate, inaccurate or missing information can be corrected or made accessible.
- 2.11 College Faculties and Marketing must allow the University Centre a period of no less than five working days in which to confirm the approval status of material. Wherever possible, prior notification should be given to the University Centre in readiness for receipt of material for approval.
- 2.12 Marketing will produce an annual activity calendar detailing key dates for providing information and approval dates.

3. Quality and Standards

- 3.1 All HE specific regulations, codes of practice, policies or guidelines will be discussed at the College's Academic Standards and Quality Committee (ASQC) and be approved at the College's Academic Board (AB). The approval and implementation of revisions is the responsibility of the Academic Board and the boards and committees to which it delegates responsibility.
- 3.2 Where appropriate, the University centre will liaise with the ASQC for the development of its regulations, codes of practice, policies or guidelines.
- 3.3 Following approval of new or revised regulations, codes of practice, policies or guidelines, the University centre will ensure that Faculties are appropriately informed of the changes through its ASQC.
- 3.4 All regulations, codes of practice, policies or guidelines once approved must be accessible to staff, students, prospective students and others stakeholders via the College's internal staff portals, the college's website.
- 3.5 The language the College uses in respect of its quality and standards regulations, codes of practice, policies or guidelines must be reviewed to ensure transparency and to ensure clarity is not compromised.

4. Marketing and Publicity Materials

- 4.1 The College recognises in all instances that its partner Higher Education Institutions (HEI) are ultimately responsible for the accuracy of all publicity and marketing information relating to their awards delivered by Nottingham College. However, above and beyond the governance of partner regulations, the College is committed to ensuring that its own internal systems for approving, reviewing and developing marketing and publicity materials are rigorous, systematic and intended to minimise risk of error or potential misrepresentation.
- 4.2 The College works to ensure that where reasonably possible, all marketing and publicity material takes into account principles of accuracy, appropriateness and completeness in relation to such matters as:
- i. images used
 - ii. use of partner HEI logos
 - iii. entry criteria
 - iv. the award title
 - v. module/ unit titles
 - vi. modes of delivery
 - vii. methods of assessment
 - viii. fees and additional costs incurred
 - ix. professional, statutory and regulatory body (PSRB) requirements
- 4.3 Annually, and working with the College's University Centre and Marketing, each Faculty must review its published information within the prospectus, UCAS and College website and any other relevant marketing material and take responsibility for currency, accuracy and transparency.
- 4.4 The College's Academic Board will act as the final auditor of the prospectus taking into account the appropriateness, accuracy and fairness of information to be published. This process must culminate in a final sign off which the Academic Board will approve, subject to changes, or not approve the appropriateness and accuracy of information proposed.
- 4.5 The College's Marketing Department will normally allow the Academic Board a period of no less than five working days in which to confirm the approval status of the prospectus in line with the planned meeting dates for the ASQC. Prior notification of no less than two weeks should be given to the University Centre in readiness for receipt of the final draft of the proposed prospectus content and dissemination to Board members.
- 4.6 Marketing material must be approved by the College's Director of Marketing and Communications or representative and Head of HE or representative.
- 4.7 The College will annually sample and review or audit, the accuracy, appropriateness and completeness of information provided to students on HE courses via Course and Module Information pages on the Virtual Learning Environment and student portals.