



Published Information Policy
Version II
May 2015

Next Review in May 2016

Key Purpose and Objectives

This document outlines the structures, processes and procedures that must be adhered to when producing information for publication. The Code allows the College to assure itself that its requirements 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 the higher education provision.

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

Key Responsibilities

Head of HE

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

Heads of School

- To assure that consistency and compliance with approval processes are occurring

Curriculum 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: Part C: Information about higher education provision (2012).

Related policies: Threshold standards for higher education course and module information pages.

Further references to other sources of information can be found at the end of this document.

Policy reference: QHE1 ACPI

1. Introduction

1.1 This code of practice (CoP) 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 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
- 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 Interact 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 where appropriate, seek the formal approval of quality and standards and 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 web site, 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 fall short of what is needed

- 2.4 The College excludes any warranty, express or implied, as to the accuracy, currency, completeness or fitness for any particular purpose of its website or any of its contents
- 2.5 The College makes no representations that information is accurate and up to date or complete and accepts no liability for any loss or damage caused by inaccurate information
- 2.6 The College will not be responsible for any claims for damages arising from the use or non-use of its web sites or any of its contents
- 2.7 College Heads of Schools must ensure the accuracy, completeness and reliability of information produced by school/school/departments, prior to and following publishing of material for external or internal purposes
- 2.8 Institutional guardianship of published information must be underpinned by purposive sampling and regular reviews and carried out annually by the College's HE Office
- 2.9 Feedback via the College's HE Office is welcomed so that where appropriate, inaccurate or missing information can be corrected or made accessible
- 2.10 In all instances, College departments must allow the HE Office a period of no less than 2 working days and no more than five working days in which to confirm the approval status of material. Wherever possible, prior notification should be given to the College's HE Office in readiness for receipt of material for approval

3. Quality and Standards Materials

- 3.1 All regulations, codes of practice, policies or guidelines will be identifiable through a distinct code allocated and visible on the cover page of the document. Each document on its front page will also include the
 - i. version number
 - ii. date approved
 - iii. date for review
- 3.2 All HE specific regulations, codes of practice, policies or guidelines must originate via the College's Academic Standards & Quality Committee (ASQC) and be approved at the College's Academic Board.
- 3.3 Regulations, codes of practice, policies or guidelines must be subject to periodic review as identified by the College's Academic Board on the front page of all documents. The approval and implementation of revisions is the responsibility of the Academic Board and the boards and committees to which it delegates responsibility.

- 3.4 Where appropriate, the HE Office must liaise with its HE course co-ordinators for the development of its regulations, codes of practice, policies or guidelines
- 3.5 Following approval of new or revised regulations, codes of practice, policies or guidelines, the HE Office must ensure that Curriculum Areas are appropriately informed of the changes through its ASQC.
- 3.6 All regulations, codes of practice, policies or guidelines once approved must be accessible to staff, students, prospective students and others stakeholders via StaffNet
- 3.7 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 the Central College Nottingham. 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 HE Office and Marketing and Student Recruitment departments, each school must review its published information within the prospectus, programme leaflets, web site and other relevant marketing material.
- 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 the development of a final

approval statement in which the 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. Prior notification of no less than two weeks should be given to the College's HE Office in readiness for receipt of the final draft of the proposed prospectus content and dissemination to Board members.
- 4.6 Marketing material (other than the prospectus) must not be published unless approved by the College's Market Success Committee.
- 4.7 The College's HE Office will annually sample and review or audit, the accuracy, appropriateness and completeness of the College's wider marketing and publicity materials; for example higher education elements of the web site, samples of programme leaflets, videos and other relevant materials.
- 4.8 The College's HE Office 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 Interact. Audit will be against threshold standards established in the Threshold Standards for HE Course and Module Information document (QHE2 ITS).