

Operating Procedure for Consumer Protection and Published Information (Higher Education)

1. Purpose

- 1.1. To provide clarity over the specific measures taken by Bishop Burton College to ensure that control is exercised consistently and fairly over the information it publishes in relation to its higher education provision. The procedure reflects the Colleges commitment to ensure guardianship over public information so that reliance can reasonably be placed on the accuracy, integrity, completeness and frankness of the information that it publishes about itself.

2. Definitions

- 2.1. College information relevant to consumer protection is as follows

- HE Policy and Procedures
- HE Student charter
- Student contract terms and conditions
- Course information in all formats
- Complaints policy
- Financial information, including financial support
- Academic rules and regulations (of University Partners)
- Handbooks
- Any other HE marketing information

3. Responsibilities

- 3.1. Assistant Principal Higher Education

- Overseeing that the procedure is fully implemented.
- Ensuring that reporting is made to relevant committees throughout the academic year.
- Annual reporting on the effectiveness of consumer protection and published information within the college HE self-evaluation document.
- Providing regular training to relevant staff to ensure all are aware of their responsibilities in relation to consumer protection.
- Annual review of internal policies and procedures relevant to higher education students.
- Ensuring financial support information is published annually upon receipt of approval for access and participation plan.
- Assuring college level published information.
- Auditing is undertaken on an annual basis.

- Audit schedule to be produced annually
- 3.2. Director of Quality
- Monitoring of complaints and summary and annual reporting to the governing body.
- 3.3. Director of MIS
- Production of student contract, terms and conditions ensuring appropriateness to meet student protection expectations. Approval through (SLG)
 - Accurate returns of data such as UNISTATS, Graduate outcomes as per Office for Students (OfS) published timeline.
- 3.4. Director of Marketing
- Co-ordinates annual updating of course and college information for production of the prospectus.
 - Ensures that the approved information is used as a definitive reference point for the production of all marketing materials.
 - Retains an audit trail to confirm approval of information.
 - Ensures any in year changes are approved by the curriculum area published information nominees.
- 3.5. HE academic leads
- Act as curriculum nominee for the published information to students, applicants and potential applicants.
 - Adhere to the moderation schedule for published information and report to HEAMG on curriculum area compliance.
 - Confirm the accuracy of any information prior to updates through marketing.
 - Liaise with Programme Leaders when changes are required.
 - Internally verify the accuracy of programme handbooks as per the correct version of the relevant University template by 7th September each academic year.
- 3.6. Senior HE Academic Lead
- Annual updating of programme and module handbook templates by the end of June each academic year.
- 3.7. Programme Leaders
- Assuring the accuracy of course information and communicate with the curriculum nominee for published information when any changes are required. This includes (but is not restricted to) Course leaflets, prospectus page, additional links to course relevant information, including information given at open days both written and verbally.
 - Submitting updated validation documents to quality office with year and version control clearly marked by 1st September each academic year.

- Produce Programme handbook appropriate to the awarding University guidelines by 1st Sept each academic year, using the published template.
- Internally verify the accuracy of module handbooks utilising (CQD89 template and IV checklist) prior to the start of each semester.
- Store all documents and records of approval within e-course logs file

3.8. Module leaders

- Responsible for the accuracy of information within the module handbook and on ilearn.
- Module handbooks should be produced annually using the correct version of module handbook template (CQD89 accessed via the intranet)
- Module information should match that published in the definitive validation document and care should be taken to ensure that this is checked annually and not carried forward from the previous academic year.

4. Method

- 4.1. Annual training will occur at relevant times for any changes to consumer protection and published information expectations.
- 4.2. Templates will be updated on an annual basis
- 4.3. Programme leaders and HE Academic lead timelines, incorporate deadlines for assurance of published information.
- 4.4. Programme information available to potential applicants should include
 - Programme title and awarding body
 - Length of course (both part time and full time)
 - Location of study and any study which will occur in other locations such as a different campus.
 - Accreditation by other bodies
 - Timetable information- indicate when students can expect to receive timetables and how many days of study the course involves)
 - Entry requirements – academic, non-academic, English language expectations for international students. Include any additional requirements such as a clear DBS and requirements for direct entry points (if applicable)
 - Module information – make clear of options may not run
 - Overview of teaching and learning activities
 - Balance of tutor led study and independent study
 - Assessment and feedback approaches (highlight that there are formative assessment opportunities)
 - Support that is available –this could be a link to study support page

- Costs and Financial support (there is a link from each course page to course fees and college financial support) include any additional costs such as equipment, clothing, trips, travel to placements.
- Work Placement – number of hours required, does the student have to find their own placement.

4.5. Audit schedule will be Confirmed at HEAMG in September each academic year

4.6. The agendas for HEAMG, SLG and the Board of governors will reflect the published information timeline for reporting purposes

5. Related documents

- Consumer Act (2015)
- Consumer and Markets Authority guidance for HE providers (March 2015)
- Office for Students Securing Student Success: Regulatory Framework for Higher Education in England (Feb 2018)
- HE module study guide template and IV checklist (CQD 89)
- Programme handbook template University of Hull and Royal Agricultural University
- Published information timeline
- Course information audit checklist

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