INFORMATION ABOUT HIGHER EDUCATION PROVISION

The University of Law's Information About Higher Education Provision Policy has been informed by the Office for Students Sector-Recognized Standards and the General Ongoing Conditions of Registration and has regard to the UK Quality Code for Higher Education. These definitive reference points for all English higher education institutions set out how academic standards are established and maintained and how excellence in the quality of learning opportunities is assured.

This policy sits within The University of Law's Quality and Standards Code, which provides a suite of policies designed to safeguard the academic standards of The University of Law and to assure the quality of learning opportunities offered; this policy should therefore be read in conjunction with other relevant policies within the code.

Introduction

1   The University produces a wide range of information which it publishes to a wide range of audiences. This policy sets out an overview as to what the University publishes, where it is published and how the University assures the value and accuracy of the information it publishes. A separate protocol document accompanies this policy and goes into further detail as to how information is approved and published at a devolved departmental level.

Responsibility for this policy

2   Ultimate responsibility for the development of clear and effective processes and procedures associated with the provision of information, and overseeing their application, lies with the Academic Board of the University.

Expectation

3   The University produces information for its audiences about the learning opportunities offered that is fit for purpose, accessible and trustworthy.

Key Aims and Principles

4   The University complies with the Consumer Markets Authority (CMA) requirements and will comply with any conditions imposed by the Office for Students (OfS) in relation to the publication of information

5   Information produced enables its audience (as further described in paragraph 2) to better understand the purpose and value of the University's provision. It makes clear the University's overall strategy, mission and values. It aids the University in safeguarding academic standards and ensuring and enhancing academic quality by:

6   Assisting prospective students to make informed decisions

7   Assisting current students to make the most of their learning opportunities

8   Providing reliable information relating to confirmation of achievement

9   Ensuring that expectations relating to academic standards and quality are communicated to all relevant stakeholders, including prospective students, current students, former students, all staff and other stakeholders.

10   Information is clear, timely, current, and transparent and provided in a range of accessible formats addressing the needs of the intended audience.

11   Information offers a fair and accurate reflection of learning opportunities at the University.

12   The University is responsible for the information it produces about the learning opportunities offered and the mechanisms and media used to communicate this information.

Procedural Approach

13   A separate protocol document accompanies this policy and goes into further detail about the procedural approach that the University follows regarding the publication of information.

14   The University uses a range of media through which to publish information and a non-exhaustive list of examples are provided below:

14.1   The University's websites

14.2   The University's virtual learning environment (VLE)

14.3   The University's staff intranet, email and other electronic means of communication

14.4   Hard copy documents

14.5   The University's social media tools

14.6   Media produced by or on behalf of affiliate partners offering services on behalf of the University such as accommodation providers or online course catalogues

15   Information is used by a range of audiences, for example:

15.1   Prospective students

15.2   Current students

15.3   Former students

15.4   The advisors, parents, sponsors or other supporters of prospective, current and former students

15.5   Prospective, current and former staff and contractors

15.6   The Office for Students (OfS), Professional Statutory Regulatory Bodies ("PSRB"s) and other regulators

15.7   External Examiners

15.8   Other customers, clients and partners

15.9   The general public

16   Information is published in different locations and via a range of media to address the needs of a particular audience.

17   In general, information for prospective students and their advisors, parents, sponsors and other supporters, former students, other customers and clients and the broader public is published on the University's website.

18   In general, information for current students and, for a limited number of years after leaving the University, former students is published on the VLE. Some documents are published in hard copy.

19   In general, information for staff is published on the VLE and a staff intranet.

20   In general, information for external examiners (including design materials) is published on the VLE; key generic information is published in hard copy.

21   The University regularly uses email and outbound calls to communicate with students, staff and other audiences.

22   The University regularly uses social media to communicate with all students, staff and other audiences.

23   Information in each location is tailored to meet the needs of a particular audience.

24   Information published on the University website, to enable prospective students and their advisors to make an informed decision about the University's learning opportunities, includes information on:

24.1   the University's strategy, mission and values;

24.2   programme and course details including curriculum, learning and assessment information;

24.3   course locations and dates;

24.4   eligibility requirements, the University's admissions criteria and related process;

24.5   fees and fee liability; terms and conditions for undergraduate and postgraduate students, fee payment options;

24.6   University policies;

24.7   an overview of student support services, including financial support, accommodation advice, counselling and disability support;

24.8   employability and careers.

25   Information published on the VLE, to support current students, includes:

25.1   detailed course information including the programme specification and module descriptors;

25.2   the current version of the student handbook;

25.3   assessment regulations and guidance information, assessment schedules;

25.4   learning materials;

25.5   results transcripts setting out the detailed record of study which provides evidence to others of a student's achievement in their academic programme;

25.6   external examiner reports;

25.7   student engagement opportunities and information including feedback forums, student/staff liaison committee meeting information and previous minutes, Academic Board representation;

25.8   student support, including the counselling service and disability support;

25.9   employability and careers information;

26   As stated in the University's website disclaimer, the University's website contains links to external third party websites. The University does not endorse or guarantee in any way the external organisations, services, advice, or products included in these external website links nor does the University control or guarantee the accuracy, relevance, timeliness, or completeness of the information contained in them. Access or provision of information to any of the external websites linked to on the University's website, is done at the user's risk and the University accepts no responsibility for any loss or damage suffered as a result. However, the University does take responsibility for content the VLE has links to, namely:

26.1 the online library facilities including reservations, renewals, a wide range of e-books, periodicals, databases;

26.2 information about the campuses including local extra-curricular activities;

26.3 employability activities and support;

26.4 forms to be used to report absence, apply for a concession for consideration by an examination board, to update personal information, and to register for a reassessment;

26.5 the Student Association website:

26.6 University policies.

27 Information published on the VLE and intranet to staff includes:

27.1 detailed course information;

27.2 learning materials;

27.3 staff materials to support learning;

27.4 policies and supporting protocols;

27.5 Academic Board papers and Evidence Base;

27.6 External examiner reports and summary of actions.

28 The VLE includes forums for staff to provide feedback.

29 Information published on the University website to enable former students and others to obtain information about individual student results including information about how to apply for confirmation of attendance, transcripts, copy certificates, programme and syllabus information.

30 Information is checked before publication and subsequent modification to ensure that it is reliable at the time of publication and/or subsequent modification.

31 Information is checked at regular intervals after publication to ensure that it continues to be reliable and is updated when necessary. Printed information is correct at the time of print whereas online content is regularly checked and managed to ensure ongoing accuracy.

Responsibility for the provision

32   Responsibility for implementation of this policy lies across a range of staff and functions, both individually and collectively, of the University. Specific responsibilities are set out in the protocols associated with this policy.

Monitoring and review of the provision

33   Responsibility for reviewing and evaluating the effectiveness of this Policy lies with the Academic Board.

Version history:

Version	Amended by	Revision summary	Date
1.0	Joanna Wagstaffe	Initial draft	3/6/15
1.1	Vice Provost – External and Academic Development	QA group	13/6/15
1.2	Alexis Longshaw, Rachel Reese, Becky Huxley-Binns, Amanda Desforges		30/6/15
1.3	Head of Quality Assurance	Incorporation of feedback from staff.	20/07/15
1.4	Academic Board	Approval	20/08/15
1.5	Director of Conversion & Enrolment	Updated via panel discussion	3/11/17
1.6	Review	Approved by Academic Board	17/05/18
1.7	Registry Officer	Change to coding convention	19/03/20
1.8	Senior Quality Officer	Further name convention clarifications	26/03/20
1.8	Registry Assistant	extension to term of approval of 1 year.	October 2021