

PUBLISHED INFORMATION POLICY

CONTENT:

UK Quality Code	1.1
Purpose	1.2
Published information	1.3
Our commitment	1.4
Use of College logo and name	1.5
Procedures	1.6
Procedure for the assurance of reliability and accuracy of published information	1.7
Liability and warranty	1.8

Policy details:

Policy drafted by Soni Singh (Curriculum Manager)
Policy approved by Sheila Singh (Managing Director)
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1.1. UK QUALITY CODE

London School of Academics takes account of the higher education community's view as expressed in Part C of the UK Higher Education Quality Code regarding the maintenance of public confidence in the value of higher education.

London School of Academics takes account of the general principles set out for the giving of information in Part C of the Quality Code which are detailed as follows:

Principle 1: Information that higher education providers produce about themselves and the learning opportunities they offer should be timely, current, transparent, and focused on the needs of the intended audiences.
Principle 2: Higher education providers are responsible and accountable for the information they produce about the higher education learning opportunities they offer. At the same time, providers have autonomy regarding the mechanisms and media they choose to communicate this information.
Principle 3: Information should be available and retrievable where intended audiences and information users can reasonably expect to find it. The format and delivery of information should take account of the access requirements of a diverse audience.
Principle 4: Information produced by higher education providers should offer a fair and accurate reflection of the higher education learning opportunities they offer.

UK Quality Code for Higher Education: Part C: Information about Higher Education Provision (2016:5)

1.2. PURPOSE

This policy serves the purpose of setting out our commitment to taking account of the general principles above and the expectations set out in Part C of the UK Quality Code. It sets out our procedures for the assurance of our commitment.

1.3. PUBLISHED INFORMATION

This includes:

Policies	Marketing
Regulation that relates to teaching	Prospectus
Learner handbooks	Any materials serving publicity purposes

Reports which show any form of data which relates to learners	Learner record of achievement
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1.4. OUR COMMITMENT

London School of Academics:

- will where reasonably possible change published information, alter it or remove it where there are doubts about its reliability and accuracy;
- will ensure all published information is written with care and proof read;
- will ensure that published information is transparent and clear;
- will ensure the accuracy, and reliability of information is checked before publication;
- will ensure that there is accountability for deliberate acts of publication of information which is misleading;
- will follow internal procedures set out to mitigate the risk of possible misrepresentation and/or errors in published information;
- will hold a record of published information signed off.

1.5. USE OF COLLEGE LOGO AND NAME

London School of Academics and the college logo are Trade Marked. All those assigned or commissioned to produce published information are required to seek permission before use. Without permission given by the Director of the College use of the Trade Marks will be a breach of law and can lead to legal action being brought against the individual or commissioned individual/company.

1.6. PROCEDURES

Marketing:

The Director of London School of Academics will assign a member of the college team or commission an individual/company to produce marketing information.

Once information has been produced it must be sent to the Director of the College for checking to ensure completeness, accuracy, transparency and reliability. The Director of the College can appoint members of the college team to assist.

Following this the Director of the college will invite members of the college team where possible to provide informal feedback as this will assist in the detection of errors.

Where there are errors detected information will be sent back to the assigned member of the college and/or individual/company commissioned for altering. After this the above procedure will repeat.

Where information has been checked and is approved it will be signed off for publication or print by the Director of the College and passed to the Curriculum Manager for publishing. In the event the Curriculum Manager is not available the Director of the College will publish the information or print it. The only two personnel with access to the college website to publish information are the Director of the College and Curriculum Manager.

Academic published information:

The Director of London School of Academics will assign a member of the college team or commission a suitable other to produce information of the following; policies, codes of practice, learner notifications, handbooks, guidelines and other not for the purpose of marketing but for learners and/or public.

Once information has been produced it must be sent to the Director of the College for checking to ensure completeness, accuracy, transparency and reliability. The Director of the College can appoint members of the college team to assist.

Following this the Director of the college will invite members of the college team where possible to provide informal feedback as this will assist in the detection of errors.

Where there are errors detected the information will be sent back to the person assigned or commissioned for altering and the above procedure will repeat.

Where information has been checked and is approved it will be signed off for publication and /or print by the Director of the College and passed to the Curriculum Manager for publishing. In the event the Curriculum Manager is not available the Director of the College will publish the information and /or print it. The only two personnel with access to the college website to publish information are the Director of the College and Curriculum Manager.

All published policies, codes of practice, learner notifications, handbooks, reports and guidelines will contain on them all the following information where appropriate:

Policy details:

- Policy drafted by
- Policy approved by
- Policy reviewed, operational or published from (date)

Or

Report details:

- Report drafted by
- Report reviewed by
- Date of publication

1.7. PROCEDURE FOR THE ASSURANCE OF RELIABILITY AND ACCURACY OF PUBLISHED INFORMATION

Monthly checks:

To ensure that information remains reliable and accurate after publication monthly informal checks will be carried out. With regards to the website and online prospectus where information is no longer reliable or accurate all reasonable efforts will be made to change it or remove it. With regards to published handbooks where information is no longer reliable or accurate all reasonable efforts will be made to notify learners, staff and relevant others of alternations or removal of parts of the handbook or the whole handbook.

Acknowledgement of feedback:

Where it is brought to the attention of the college team that information published is no longer reliable or accurate this will be acknowledged and all reasonable efforts will be made in altering or removing this information.

1.8. LIABILITY AND WARRANTY

London School of Academics reserves the right to make immediate changes, or remove published information without notification.

London School of Academics accepts no responsibility for claims for damages which arise from the use or non-use of its website including any content.

London School of Academics cannot guarantee information published on our website or printed is up to date however is committed to ensuring this through the procedures set out in this policy.

REFERENCES

Quality Assurance Agency (2016) UK Quality Code for Higher Education: Part C: Information about Higher Education Provision [online] <http://www.qaa.ac.uk/assuring-standards-and-quality/the-quality-code/quality-code-part-c> [accessed 01/02/2016]