



Title of Policy: Higher Level Skills Information Policy

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Policy Statement

The HLS Information Policy sets out the Colleges requirements with regard to procedures and practices relating to HLS information published in electronic or printed form. The policy refers to HLS academic programmes, services, corporate strategy and policies. It does not cover letters, verbal communication.

The policy aims to ensure that the quality of HLS information available to both internal and external stakeholders is accurate, clear, unambiguous and timely including the Consumer Markets Authority guidelines, HEFCE processes and QAA 'Information for Students Guide' 2017. http://www.hefce.ac.uk/media/HEFCE,2014/Content/Learning_and_teaching/Guide_to_providing_info_to_students/Guide_to_providing_info_to_students.pdf The guidance will inform our practice.

Essentially, it serves as a document to guide staff practice so that the responsibilities are clear and staff know who to contact in relation to specific queries.

The policy sets out to demonstrate how the College meets the expectation of the UK Quality Code Part C: *Information about Higher Education Provision.* <http://www.qaa.ac.uk/assuring-standards-and-quality/the-quality-code/quality-code-part-c>

The Quality Code sets out the following Expectation concerning information about higher education provision, which providers of higher education are required to meet.

'Higher education providers produce information for their intended audiences about the learning opportunities they offer that is fit for purpose, accessible and trustworthy.'

Information for the public:

The College will publish information about the HLS provision for external audiences so they can develop an understanding of the offer and to support with application and enrolment decisions. As a minimum it will include the following:

- Higher Level Learning and Skills Strategy for Higher Education 2016-2020
- Barnet and Southgate Mission and Values
- Academic quality framework and records
- All College policies as relevant to HE programmes and student wellbeing

The information will be reviewed and updated regularly in line with agreed processes.

Information for prospective HLS students:

The College will publish the latest information relating to HLS programme details plus the Admissions and Application processes. As a minimum it will include the following:

- Programme structure, content and assessment
- Fees
- Entry requirements
- Qualification
- Awarding organization/partner University
- Progression
- UNISTATS information
- Applications and admissions
- Open days including HLS finances
- Support for HLS students including careers, wellbeing and library services
- HLS programme amendments/course closure procedure

Information for current HLS students:

The following information will be provided for HLS students during the Induction period on each programme:

- HLS Induction: to include timetable, term dates, assessment calendar, campus tour, meet the HLS team at the College, support and study areas, books, enrichment calendar, employer links, student representative role, Graduation event.
- Each programme area will produce guidance on the partner University requirements for Academic Misconduct/Appeals/Extenuating Circumstances and other related

University processes. This information will be delivered in the first 2 weeks of the programme and made available on the programme ILearn page via partner University links or in detail.

- HLS Student Handbook: available electronically on the ILearn page per programme, staff extranet and website. The Handbook will make clear to students how their views are gathered and responded to for the enhancement of the College's HLS provision.

Information for students on completion of their HLS studies:

- The partner University will issue the student with a record of academic achievement.
- For work based level 4-6 qualifications, the awarding organization will issue a certificate along with module details and grades (where applicable.)

Programme closure:

- Students who have enrolled or applied to the closed programme will be contacted in writing by the HLS Administrator.
- The area Curriculum Manager/HLS Manager will follow this up with a face to face conversation or, where this isn't possible via a telephone call.
- Every effort will be made to find an alternative Higher Level programme or provider. A Careers interview, with the Learner Services team, will be made available to the affected students. In some cases a student may opt to transfer to an FE course of their choice. Entry requirements will need to be met in order to fully complete the transfer process.
- The Barnet and Southgate College website publishes further information relating to course closure procedures and refunds.

Amendments to published HLS information:

- Amendments will be avoided where and whenever possible. In the event of an essential amendment, changes will only be made with the documented agreement of the Deputy Director for the programme or Director of Curriculum where a DD is unavailable.
- The HLS Admin team will email the amendments to applicants or enrolled students and follow this up with them to receive a response in writing.
- The email should be followed up by the programme course leader with a face to face conversation or where this isn't possible via a telephone conversation.
- A temporary hold on enquiries, applications and enrolment will be arranged by the Customer Service team under instruction of the DD, DoC or HLS Manager until such time as updated, agreed information is provided.