

Title of Policy: Higher Education Information Policy

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Higher Education Information Policy

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

The policy aims to ensure that the quality of HE information available to both internal and external stakeholders is accurate, clear, unambiguous and timely, including the Consumer Markets Authority guidelines, OfS Conditions of Registration and HESA

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.

Information for the public:

The College will publish information about the 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:

- Barnet and Southgate College Higher Education Delivery Plan 2026 to 2028
- Barnet and Southgate College Guiding Principles and Values
- Academic quality framework and records
- All College policies as relevant to HE programmes

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

Information for prospective students:

The College will publish the latest information relating to higher-level 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 organisation/partner University
- Progression
- Discover Uni (formally UNISTATS) information
- Applications and admissions
- Open days including HE finances.
- Support for students including careers, wellbeing and library services.
- The Student Protection Plan

Information for current students:

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

- HE Induction: to include timetable, term dates, assessment calendar, campus tour, meet the HE teams 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.
- HE Student Handbook: available electronically on the ILearn page per programme. The Handbook will make clear to students how their views are gathered and responded to for the enhancement of the College's HE provision.

Information for students on completion of their studies:

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

Programme closure:

The Student Protection Plan covers this aspect and is available on the College website.

Amendments to published 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 Director of Curriculum for Higher Education or the Principal when the Director of Curriculum for Higher Education is unavailable.
- The HE Admin team will email the amendments to applicants or enrolled students and follow 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 and Marketing teams under instruction of the Curriculum Manager for HE until such time as updated, agreed information is provided.

