Information About Higher Education Provision

Policy

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1. Introduction

1.1. This Policy outlines the framework University of the Built Environment (the 'University') operates to ensure that the public information it provides about its Higher Education provision is clear, timely, accessible and accurate. It is informed by Competition and Markets Authority (CMA) and Office for Students (OfS) requirements. The Policy is also guided by the Quality Assurance Agency (QAA) Expectations of the [QAA UK Quality Code for Higher Education (opens new window)](#) and the principles of the [QAA Advice and Guidance: Admissions, Recruitment and Widening Access (opens new window)](#).

1.2. A principle of the Quality Code advice and guidance is:

> 'Providers maintain and publish accurate, relevant and accessible information about their provision, enabling students to make informed choices about their studies and future aspirations.'
>
> (QAA, 2024)

1.3. For the purpose of this document 'Public Information' is defined as information that is appropriate and made available to the intended audiences, including information available on the website, information available to students, and information available to others on request.

1.4. The information within this Policy applies to a range of stakeholders, including those interested in the public information published by Higher Education Institutions (e.g., Higher Education agencies), prospective students, students, employers and professional bodies. This is available to University staff when providing information to customers in line with the CMA guidance for higher education institutions in the provision of information on consumer protection law as it relates to applicants and students.

1.5. Oversight of public information is the responsibility of the Deputy Vice Chancellor and University Secretary. However, responsibility for the accuracy of the public information is the responsibility of staff across the Institution, including the Academic Quality Unit (AQU) and the Marketing team. Public information processes, including a review of published information is part of an annual review cycle, and this Policy is reviewed as part of this development schedule.

2.   Principles of Information provision

2.1.   The University is responsible for the accuracy and transparency of information it provides about itself, and for others, including ensuring it is fit for purpose and trustworthy.

2.2.   The University is responsible for the information it provides on learning opportunities, including timeliness, transparency and accuracy of the information.

2.3.   All information that is provided will be accessible, and can be provided in alternative formats if required, recognising the diversity of the audience.

2.4.   The University recognises the importance of providing appropriate information to enable applicants and students to make informed choices.

3.   Information for the public about the University

3.1.   The University publishes information about its heritage and core purpose on the website and in the programme brochures.

3.2.   Documents on the Institutional strategic direction of the University, including a summary of the Strategic Plan are published on the University website following approval by the Vice Chancellor.

3.3.   The University publishes information about its governance structure, institutional policies and procedures and information about its student population. Redacted minutes of the Board of Trustees meetings are also published on the University website.

4.   Information for prospective students

4.1.   Provision of information to prospective students includes all those who are considering studying with the University from initial interest, up to the point they register and become a current University student.

4.2.   This includes information to their parents/ guardians, advisors, employers, sponsors or supporters.

Published information to prospective students meets the requirements of the Competition and Markets Authority (CMA), Office for Students (OfS) and follows UK Quality Assurance Agency for Higher Education (QAA) guidance. It includes information on the award, admission requirements, content of the programme, assessment, fees applicable to the academic year of entry, and the type of learning that will be undertaken by the student. This is to enable prospective students to make informed choices on the most suitable programme for their career/learner aspirations.

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4.3.   Detailed information on the programme is provided on the website and in interactive accessible programme brochures.

4.4.   Information is also provided at recruitment webinars, via social media platforms, external website profiles and to potential employer sponsors.

4.5.   Information that is provided includes details of the following:

- Professional accreditation of the programme, and where appropriate course designation for the purpose of Student Loan funding.

- The academic staff involved on each programme is published in the 'Our Academics ' section on the website. Details of the Programme Leader are published on each programme page.

- The support provided to students including the provision of services such as the Virtual Learning Environment (VLE), Library, and Disability and Wellbeing service is provided on the website.

4.6.   Full details of the programme are also provided in the Programme Specification and Module Descriptors. These documents can be accessed through the programme pages of the website. The Programme Specification provides the detailed information on the structure of the programme, learning aims and outcomes. All Programme Specifications are subject to annual review by the University's deliberative committees.

4.7.   Prospective students have access through the website to the Academic and Programme Regulations and the University Policies. These documents outline the rules that will apply to students whilst they are studying with the University. The [Academic and Programme Regulations (opens new window)](#) are reviewed annually, with final approval by Academic Board. The Policies are also reviewed on a rolling programme, which is approved by Quality Standards and Enhancement Committee or Academic Board.

4.8.   Prospective apprenticeship students are also provided with information on apprenticeship content, delivery model, on-programme and end-point assessment requirements.

4.9.   The University provides information on the website and programme brochures of the minimum English language requirements that all applicants are expected to meet.

4.10.   Details of the admissions procedure, including recognition of prior learning are published in the [Admissions and Recognition of Prior Learning Policy (opens new window)](#).

4.11.   All information to prospective students is subject to annual review. No changes can be made to the published information on the programme pages of the website without approval from a member of AQU. For other pages any changes need to be approved by the website page owner and the designated member of staff with overall responsibility for that page.

4.12.   Programme brochures are updated annually, each section is reviewed by relevant teams and external stakeholders, with final sign-off made by Marketing in conjunction with the AQU.

4.13.   At the point where a student is invited to register, they are provided with information about the awarding body, programme start and end dates, maximum duration of the programme, any conditions of offer, fee information, and are provided with a link to the Programme Specification, Academic and Programme Regulations and PDF copies of the University Terms and Conditions of Contract, Student Complaints Procedure, fee schedule and a model cancellation form.

4.14.   The University also ensures that attention is drawn to any important or surprising terms at point of registration such as the University's right to end the contract and in what circumstances the University can make changes to the programme of study.

4.15.   The University has a [Student Protection Plan (SPP) (opens new window)](#) which sets out the measures in place to protect student interests and assure continuity of study in the event of programme closure or the University no longer being able to operate. The SPP is reviewed annually, and staff are made aware of the plan. In line with this plan if material changes are made to a programme, University staff will notify all students that are in the applicant process at the earliest opportunity to ensure that they are fully aware of the changes so that they can make an informed decision as to whether they want to continue to register for the programme.

5.   Information published to prospective employers of apprenticeship students

5.1.   Information about the University apprenticeship programmes is provided to prospective employers of apprentices via the University website.

5.2.   Information published via the University website includes an Information for Employers brochure and programme specific information including entry requirements, start date and application deadlines, apprenticeship content, academic programme structure, delivery model overview, costs and funding and what is involved in employing an apprentice.

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6. Information published to students

6.1. The University provides a large amount of information to students to enable them to be clear of the key deadlines and expectations of them as learners with the University.

6.2. All students are provided with a Student Handbook, which is available via the VLE and provides information and guidance to enable the student to be clear of the services provided to them, as well as the key processes, such as how to submit assessments. The Student Handbook**,** which is reviewed annually, will also signpost students to other sources of information.

6.3. Module descriptors are made available on all modules so that students can understand the learning outcomes and assessment for the module, as well as the mode of delivery.

6.4. All students are provided with access to an orientation module which provides information on how to study with the University and where to get support.

6.5. At the module level, students are provided with weekly overviews of learning, teaching and assessment activities, and at a glance guide or a module map to enable them to plan their workload and know the study that is required. Key dates are provided in the individual's VLE calendars that can be exported into personal calendars.

6.6. Academic and Programme Regulations are published on the VLE, so students are aware of the rules and regulations that apply to their programme.

6.7. The University provides a range of services to its students including academic and support services.

6.8. Information is provided to students throughout their study by staff at the University, including Programme Leaders, and the Student Services Team. The information will take a variety of formats, including provision through the VLE, email and phone calls. This includes signposting where appropriate to published information on the [Student Complaints Procedure (opens new window)](#), [Student Appeals Procedure (opens new window),](#) and [Mitigating Circumstances Procedure (opens new window).](#)

6.9. If significant changes are proposed to a programme, in line with the University's SPP all students that are affected by the change are informed and consulted over the change at the earliest opportunity.

6.10. Student representatives advocate for students across all programmes and levels of study. They are a source of information and point of contact for all students. Student representatives work with the University to support student feedback and engagement mechanisms, and to enhance the student experience. More information is provided on the [Students as Partners (opens new window)](#) page on the University website.

7. Information on student achievement

7.1. Students are provided with an academic transcript when they complete their award. The transcript provides information on the modules studied, date and year of awards, as well as the academic level of the modules.

7.2. Students may also request an intermediate transcript at any point during their study.

7.3. The University retains an extensive archive of student records going back to 2000. For records prior to 2000, the Records team (records@ube.ac.uk) will be able to provide confirmation of awards but may not be able to provide a detailed module breakdown, depending on the length of time since the award was granted.

7.4. Requests for verification of academic achievement may also be received from other academic institutions, employers and educational verification agencies, as well as alumni and students. All information is provided in accordance with data protection legislation.

8. Information on the framework for managing academic standards, quality assurance and enhancement

8.1. The University has a robust framework for the governance of academic quality and standards. The Academic Board is responsible for the governance and oversight of academic standards.

8.2. The Academic Assurance Committee reviews the work of the Academic Board on an annual basis, and reports to the Board of Trustees.

The University Policies are published on the website and provide detailed information on the University's academic policies and procedures. The Policies reflect the good practice of the sector, and its underlying principles are based on the QAA Quality Code. The Policies are subject to review, and final approval prior to publication is granted either by the Quality Standards and Enhancement Committee or Academic Board.

8.3.   All programmes are subject to annual review and monitoring as part of the quality assurance processes within the University. This includes a review of admission standards, assessment results, External Examiner feedback and student feedback each academic year. Annual Programme scorecards are created.

8.4.   All academic programmes are subject to a quality review through the re-validation process and all apprenticeships are subject to quality review through the re-approval process. Both processes occur normally every 5 years.

8.5.   Details of the External Examiners for each programme, and the External Examiner reports are published to students on the VLE.

8.6.   The quality assurance arrangements for Partnerships are outlined in the [Collaborative Provision Handbook (opens new window)](). The quality assurance arrangements include a checklist that must be considered prior to entering a new arrangement. The University currently does not validate any programmes with other non-degree awarding bodies.

9.   Information to alumni

9.1.   Information to [alumni (opens new window)]() is provided on the University website which includes the provision of careers information and advice up to three years after completion of study, as well as networking opportunities.

9.2.   The University maintains contact with alumni through Continuing Professional Development (CPD) events, and alumni are encouraged to stay in contact with the University.

10.   Social media

The University utilises social media to communicate with prospective students and students, and to reach a range of audiences. This includes the use of LinkedIn, Facebook and YouTube. Information on social media provided by the University is published by the Marketing Team.

11. Audit of public information

11.1. The University undertakes an annual audit of its website in order to ensure the currency and accuracy of the public information provided. As part of the audit all website page owners are asked to review their webpages and to complete a proforma to confirm that they have checked the information including any weblinks and to detail whether any changes are required.

11.2. The audit for each page is signed off by the senior member of staff with responsibility for the website area prior to being reviewed by AQU and the Website and Business to Client (B2C) Marketing Manager. All requested changes are logged, and where approved updates are made by the Website and B2C Marketing Manager.

11.3. On completion of the audit, AQU compiles a report for the Quality Standards and Enhancement Committee detailing the outcome of the audit.

12. Related policies and forms

- Programme Development and Validation Policy.

- Admissions and Recognition of Prior Learning Policy.

13. Benchmarked documents

- [QAA UK Quality Code for Higher Education (opens new window)](#), including:

- [QAA Advice and Guidance: Admissions, Recruitment and Widening Access (opens new window).](#)

- [CMA Guidance 'UK Higher Education providers – advice on consumer protection law – helping you comply with your obligations' (opens new window).](#)

- [Office for Students (OfS) Conditions of Registration (opens new window).](#)