

**Document Reference:** Accuracy and Completeness of Published Information

**Reference Code:** QAapi1.

**Version:** 1.4

**Date of Implementation:** July 2013

**Originator:** Quality & Standards Committee

**Approval by:** Quality Improvement Committee

**Date for Review:** June 2015

**Description:**

The purpose of this Code of Practice is to provide clarity over the specific measures taken by the Grimsby Institute Group (the Institute) in satisfying itself that control is exercised consistently and fairly over the information it publishes in relation to its higher education provision. The code reflects the Institute's commitment to ensure guardianship over public information so that reliance can reasonably be placed on the accuracy, integrity, completeness and frankness of the information that it publishes about itself. In using this code of practice other documents may need to be considered:

**Version 1.4** (May 2013) introduces the following changes with immediate effect:

- Inclusion of reference to UK Quality Code replacing reference to Academic Infrastructure and internal changes
- The addition of 1.2iv to bring in line with the requirements of the UK Quality Code PartC: Information about higher education provision (Indicator 7)
- The addition of 2.10 to include a service standard for the confirmation of material presented to HE Quality and Standards department

**Document Reference:**

QACom. Concerns and Complaints by Students (Higher Education)

QAAAdm. Higher Education Admissions Appeals & Complaints

For further advice on how the code of practice works, you should contact the HE Quality and Standards Department.

**Department Contacts:** Quality and Standards (Higher Education)  
Room: 3H06 (01472) 311222

*This document is available in alternative forms  
on request from the Quality and Standards Department*

## **1. Introduction**

1.1 This code of practice (CoP) is built on the Institute's commitment to:

- i. ensuring care in writing and proofing
- ii. confidently assuring itself where reasonably possible, about the reliability, accuracy and completeness of its published information in relation to higher education (HE) programmes
- iii. publishing full, accurate and verifiable information about its HE quality and standards documentation
- iv. enhancing transparency and clarity of information relating to HE
- v. not intentionally acting in a misleading manner in relation to published information made available to external and internal stakeholders

1.2 Published information within the context of this code refers to:

- i. Institute quality and standards materials including codes of practice, regulations, policies and guidelines relating to higher education
- ii. marketing and publicity materials
- iii. programme delivery material including (but not limited to) validation/approval documents, programme and module handbooks, any material published on the virtual learning environment (VLE)
- iv. student records of academic achievement whether leaving on completion or non-completion of their programme of study including (but not restricted to) notification of results and results transcripts

1.3 The Institute will work within the regulations and codes of practice of its University partners, and where appropriate, seek the formal approval of quality and standards and marketing materials prior to publishing

## **2. General Principles**

2.1 The Institute recommends that prospective students and applicants should contact the Institute to check the current position on programmes and services

2.2 The Institute reserves the right to make changes to, or remove items with regard to its web site, programmes, marketing materials, regulations, codes of practice, policies or guidelines, or remove or alter any content at any time without notice

2.3 Changing circumstances may cause the Institute to have to adjust its provisions at any time and in some instances despite its best efforts, the Institute's published information relating to higher education may sometimes fall short of what is needed

2.4 The Institute excludes any warranty, express or implied, as to the accuracy, currency, completeness or fitness for any particular purpose of its website or any of its contents

2.5 The Institute makes no representations that information is accurate and up to date or complete and accepts no liability for any loss or damage caused by inaccurate information

2.6 The Institute will not be responsible for any claims for damages arising from the use or non-use of its web sites or any of its contents

- 2.7 Institute Head of Schools must ensure the accuracy, completeness and reliability of information produced by school/faculty/departments, prior to and following publishing of material for external or internal purposes
- 2.8 Institutional guardianship of published information must be underpinned by purposive sampling and regular reviews and carried out annually by the Institute's HE Quality and Standards department
- 2.9 Feedback via the Institute's HE Quality and Standards department is welcomed so that where appropriate, inaccurate or missing information can be corrected or made accessible
- 2.10 In all instances, Institute departments must allow the HE Quality and Standards department a period of no less than 2 working days and no more than five working days in which to confirm the approval status of material. Wherever possible, prior notification should be given to the Institute's HE Quality and Standards department in readiness for receipt of material for approval

### **3. Quality and Standards Materials**

- 3.1 All regulations, codes of practice, policies or guidelines will be identifiable through a distinct code allocated and visible on the cover page of the document. Each document on its front page will also include the
  - i. version number
  - ii. date approved
  - iii. date for review
  - iv. committee through which the document originates
  - v. board through which approval is obtained
- 3.2 All regulations, codes of practice, policies or guidelines must originate via the Institute's Quality and Standards Committee and be approved at the Institute's Curriculum and Standards Executive Group
- 3.3 Regulations, codes of practice, policies or guidelines must be subject to periodic review as identified by the Institute's Quality and Standards committee on the front page of all documents. The approval and implementation of revisions is the responsibility of the Curriculum and Standards Executive Group and the boards and committees to which it delegates responsibility
- 3.4 Where appropriate, the HE Quality and Standards department must liaise with its Faculty HE co-ordinators for the development of its regulations, codes of practice, policies or guidelines
- 3.5 Following approval of new or revised regulations, codes of practice, policies or guidelines, the HE Quality and Standards department must ensure that faculties are appropriately informed of the changes through its Faculty HE co-ordinators
- 3.6 All regulations, codes of practice, policies or guidelines once approved must be accessible to staff, students, prospective students and others stakeholders via the Institute web page and VLE

3.7 The language the Institute uses in respect of its quality and standards regulations, codes of practice, policies or guidelines must be reviewed to ensure transparency and to ensure clarity is not compromised

#### **4. Marketing and Publicity Materials**

4.1 The Institute recognises in all instances that its partner higher education institutions (HEI) are ultimately responsible for the accuracy of all publicity and marketing information relating to their awards delivered by the Grimsby Institute Group. However above and beyond the governance of partner regulations, the Institute is committed to ensuring that its own internal systems for approving, reviewing and developing marketing and publicity materials are rigorous, systematic and intended to minimise risk of error or potential misrepresentation

4.2 The Institute must work to ensure that where reasonably possible, all marketing and publicity material takes into account principles of accuracy, appropriateness and completeness in relation to such matters as

- i. images used
- ii. use of partner HEI logos
- iii. entry criteria
- iv. the award title
- v. module/ unit titles
- vi. modes of delivery
- vii. methods of assessment
- viii. fees and additional costs incurred
- ix. professional, statutory and regulatory body (PSRB) requirements

4.3 Annually and working with the Institute's HE Quality and Standards and Marketing and Student Recruitment departments, each faculty must review its published information within the prospectus, programme leaflets, web site and other relevant marketing material

4.4 The Institute's HE Quality and Standards Department will act as the final auditor of the prospectus taking into account the appropriateness, accuracy and fairness of information to be published. This process must culminate in the development of a final report in which the department will approve, approve subject to changes, or not approve the appropriateness and accuracy of information proposed

4.5 The Institute's Marketing and Student Recruitment department must allow the HE Quality and Standards department a period of no less than 2 working days and no more than five working days in which to confirm the approval status of the prospectus. Prior notification of no less than 2 weeks must be given to the Institute's HE Quality and Standards department in readiness for receipt of the final draft of the proposed prospectus content

4.6 Marketing material must not be published unless approved by the Institute's HE Quality and Standards department

4.7 The Institute's HE Quality and Standards department will annually sample and review or audit, the accuracy, appropriateness and completeness of the Institute's wider marketing and publicity materials; for example higher education elements of the web site, samples of programme leaflets and other relevant materials.