THE CORNWALL COLLEGE GROUP

Higher Education Public Information Policy (prescribed programmes only)

2020-2021

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1. **The Cornwall College Group mission**

Excellent education and training for every learner to improve their career prospects

2. **Introduction and purpose of the Policy**

The purpose of this Policy is to ensure that all public information relating to The Cornwall College Group Higher Education (HE) programmes adheres to the relevant awarding bodies' requirements, Competition and Markets Authority guidance and the UK Quality Code for Higher Education. The Cornwall College Group is committed to providing relevant and current information that is accessible to the public and to potential, current and completing students. This allows them to make informed decisions about their study choices, progression into and from Higher Education, and the support available to them. It also helps us to:

- Widen the understanding of Higher Education and its value to individuals, the community and to the regional and national economy
- Work with all our stakeholders in networks of expertise clustered around employment sectors in Cornwall, the Isles of Scilly and the south-west region.
- Provide information advice and guidance to the public about what Higher Education entails, the opportunities we have within our Group and the range of college sites where study is possible.
- Ensure our learners progress into employment or higher education, develop career opportunities and gain the entrepreneurial thought and action to succeed beyond higher education.
- Confirm the achievements of students on the completion of their studies.
- Safeguard academic standards and assure and enhance academic quality

3. **Communicating information**

Information is communicated through the following:

- Digital Advertising and social media posts/blogs/email
- Promotion including buses, bus shelters, posters, newspapers, specialist publications
- Prospectus
- Website – College and awarding bodies
- Online listing including UCAS
- Programme Specifications (available via website on individual programme pages)

In communicating with individuals we will obtain and record personal information to enable us to support and guide them through study choices. We maintain compliance with the Data Protection Law 1988/General Data Protection Regulation (GDPR) 2016 to protect the information we hold (with appropriate consent) and provide transparency of this through our Privacy Notice.

4. **Applies to**

All Higher Education prescribed programmes.

5. Responsibility

5.1   HE Programme Manager responsible for:

    a) Identifying new programmes: completing all documentation as per the College process and that of the relevant Awarding Body for new HE programme approvals.

    b) Maintaining established approved programmes: undertaking an annual update of programme details as required, i.e. for the HE prospectus, website, UCAS listings and the programme specification.

5.2   Curriculum Area Manager responsible for:

    a) Ensuring that all information regarding HE programmes within their CAM is accurate and complete.

    b) Confirming the accuracy and completeness of the information to HE Operations Team.

    c) Reviewing the information for each HE programme on their site.

    d) Liaising with the Programme Manager if more information is required before sending the relevant information to the Admissions Manager, HE Operations and the college Marketing Team to ensure data is transferred to appropriate College and UCAS listings, prospectus and promotional materials.

5.3   HE Operations Team responsible for:

    a) Providing a final check on all new HE programme detail.

    b) Providing official sign-off on all new HE programme detail.

    c) Liaising with the College Marketing Team and the relevant awarding bodies.

    d) Compilation of Student Handbooks

    e) Provision of UNISTATs data. This is programme information from all HEIs across the UK that will allow a prospective student to search for and compare programme data and information.

5.4   Marketing responsible for:

    a) Publishing programme detail on the College website and in the prospectus.

    b) Publishing detail on external websites, for example UCAS.

    c) Developing promotional material to generate interest and support the application process.

    d) Scheduling promotional events and tasters to encourage potential students to explore their options.

6. The applicant journey

6.1 Research and application stage

TCCG ensures that:

6.1.1 We provide prospective students with 'material information' – including about the courses you offer, the structure of those courses, and the relevant fees/costs – before they make a decision about which courses and providers to apply to.

6.1.2 The information is accurate, clear, unambiguous, and is given up front. (This includes information given verbally, visually, and in writing.)

6.1.3 The information is easily accessible, for example, via the TCCG website, prospectuses, and at open days.

6.1.4 We draw prospective students' attention to important and surprising rules and regulations, and make them accessible.

6.1.5 Where we publish materials (such as prospectuses or information on our websites) which provide sufficient information about the courses being offered and the costs for the prospective student to make a decision about applying, this constitutes an 'invitation to purchase' under Consumer Protection Legislation. In each invitation to purchase, we provide all the necessary 'material information', for example the main characteristics of the course, the total tuition fees and other costs, in a comprehensive way.

6.2 The offer stage

When an offer is accepted, the HE provider and prospective student enter into a contract. At this stage TCCG ensures that:

6.2.1 We continue to provide important information to prospective students to inform their decision on which offer(s) to accept

6.2.2 We draw prospective students' attention to our full contractual terms and conditions, that these are easily accessible, and highlight particularly important terms.

6.2.3 We provide prospective students with the necessary pre-contract information required, at the latest before they accept an offer of a place on a course. This includes the requirements of the offer, the main characteristics of the course, the duration of the course, and the total price and other relevant costs (or how these will be calculated).

6.2.4 Where any pre-contract information that we have already provided changes, we obtain the student's express agreement to the change before or at the time of making the offer.

6.2.5 Where we anticipate that some things might change after the offer is accepted, we make clear in the pre-contract information what could change, when, and how, so that the student can agree to this.

6.2.6 We provide prospective students with a notice of their 14-day right to cancel, where the application and offer is carried out at a distance.

6.2.7 Once an offer is accepted, we provide confirmation of the contract on a durable medium, for example as attachments to an email. The confirmation includes all pre-contract information, unless it has already been provided on a durable medium.

6.3 Enrolment

At the enrolment stage, TCCG ensures that:

6.3.1 We check the pre-contract information we gave to prospective students at the offer stage or before is still accurate on enrolment.

6.3.2 In any event, where any changes have been made to material information, we inform students about these at the earliest opportunity because failure to do so may be a misleading omission.

6.3.3 We draw students' attention to our HE terms and conditions, and any other rules and regulations, and make them accessible. We highlight important and 'surprising' terms and provisions to students.

6.4 Information for current students

TCCG ensures that information on their programme of study is made available to current students at the start of their programme and throughout their studies:

6.4.1 The Programme Specification is made available to all students both internally and externally facing via the website, and on their programme Moodle pages.

6.4.2 External Examiners' reports are shared with student representatives through appropriate committees and on the Moodle pages of programmes.

6.4.3 Teaching and learning material is available on the programme and module pages on each programme's Moodle pages.

6.4.4 Information regarding pastoral and financial support for students during their study is available on the University Hub of the website and through programme leaders and Student Experience Team.

6.5 Information for students on completion of their studies

When students leave their programme of study, TCCG issues them a detailed record of their studies, which gives evidence to others of the students' achievement in their academic programme.

7. Related Documents and Data

Information about our courses
College Charter
Your information / Privacy Notice (GDPR)
Funding information
Higher Education Admissions Policy
Higher Education Course Closure, Refund and Compensation Policy
Higher Education Terms and Conditions