Bangor University
Scheme for Published Information

1.   General Principles

Bangor University is committed to ensuring that all published information produced by the University is of a high standard. So as to facilitate this, the University recognises the need to have robust measures in place in order to provide on-going assurance as to the quality of its published information, and to ensure that such information fully complies with both the University's legal obligations in terms of consumer protection legislation,[1] Welsh language legislation,[2] and external quality assurance expectations, in particular Part C of the UK Quality Code for Higher Education.[3]

Bangor University's approach to published information is based on the following principles:

1. Information produced by the University will be clear, fair, timely, current, accurate, comprehensive, unambiguous and focussed on the needs of the intended audiences.

2. Information produced by the University will be accessible, and must be available and retrievable where intended audiences and information users can reasonably expect to find it. The format and delivery of information will take account of the access requirements of a diverse audience.

3. Information produced by the University will be in accordance with the requirements set out in the Welsh Language Standards.

4. The University will ensure that all terms and conditions that apply to students are fair and balanced. The University will not seek to rely on terms that could disadvantage students.

5. The University's complaints handling processes will be accessible, clear and fair to students.

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[1] See the guidance produced by the Competition and Markets Authority: 'UK higher education providers – advice on consumer protection law' (available at:
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/428549/HE_providers_-_advice_on_consumer_protection_law.pdf).
[2] See The Welsh Language Standards (No.6) Regulations 2017 (available at:
http://www.legislation.gov.uk/wsi/2017/90/pdfs/wsi_20170090_mi.pdf).
[3] Part C of the UK Quality Code for Higher Education: 'Information about higher education provision' (available at: http://www.qaa.ac.uk/assuring-standards-and-quality/the-quality-code/quality-code-part-c). The expectation set out in Part C is as follows: *'Higher education providers produce information for their intended audiences about the learning opportunities they offer that is fit for purpose, accessible and trustworthy.'*

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This Scheme sets out categories of information that must comply with its principles in relation to each of the following headings:

- Information for the public (Section 2);
- Information for prospective students (Section 3);
- Information for current students (Section 4);
- Information for students on completion of studies (Section 5);
- Information on academic standards and quality (Section 6); and
- Information relating to collaborative provision (Section 7).

Reference is made in each of the Sections to the indicators set out in Part C of the UK Quality Code for Higher Education. The categories of information are intended to be indicative rather than exhaustive, and it is the responsibility of information owners to ensure that all published information is fully compliant.

Section 8 of the Scheme sets out procedures for monitoring information and compliance with the Scheme. Appendix 1 includes an annual monitoring form which must be completed by information owners, and Appendix 2 includes a monitoring table which sets out how compliance is monitored, and is intended to be used as a checklist by information owners in discharging their responsibilities under the Scheme.

It should be noted that this Scheme applies equally to Welsh-medium and English-medium information, and the principles apply to all the University's collaborative provision.

2. **Information for the Public**

Indicator 1: *Higher education providers publish information that describes their mission, values and overall strategy.*

2.1 University Information

The University will publish fair and accurate information on its website that meets the interests and needs of the public. This information will describe the nature of the University and will enable the public to develop an accurate understanding of its aims and activities. This will include the University's:

- Mission and Values;
- Strategic Plan;
- History;
- Profile;
- Organisational structure;
- Charitable status;
- Publication Scheme;
- Welsh Language Scheme;
- Composition of the student population;
- Different modes of study that are supported;
- Programmes and qualifications offered;
- Collaborative partnerships;
- Research partnerships;
- Governance arrangements;
- Annual Reports.

3. Information for Prospective Students

Indicator 2: Higher education providers describe the process for application and admission to the programme of study.

3.1 Application and Admission Processes

The University will publish information on its website and in any relevant printed materials that demonstrates that its application and admission processes are fair, transparent and consistent. These processes will comply with all relevant legislation and regulations, including consumer protection legislation and guidance produced by the Competition and Markets Authority. This information will include:

- Application and admissions policies and regulations for Home/EU/International students for taught and research courses;
- Registration policies and regulations for Home/EU/International students for taught and research courses;
- Processes for rights of appeal against admissions decisions;
- Course entry requirements;
- English language requirements for international students;
- Visa requirements for international students;
- Processes for the accreditation or recognition of prior learning;
- Fees, bursaries, scholarships and other forms of financial support available;
- Information about any additional costs;
- Information about living in the locality;
- Details of Open Days to enable prospective students to visit the University.

Indicator 3: Higher education providers publish information to help prospective students select their programme with an understanding of the academic environment in which they will be studying and the support that will be made to enable their development and achievement.

3.2 School Specific Information

School pages on the University's website and in any relevant printed materials will give prospective students a current, accurate and fair representation of the academic environment in which they will be studying. This information will include:

- Profiles of academic staff, including teaching and research expertise;
- Academic specialisms;
- National/international standing, including NSS and REF rankings;
- Specialist equipment or other resources available to support teaching and research;
- Links with industry, business and the professions, including professional, statutory and regulatory bodies (PSRBs);
- Employability of graduates.

3.3 Programme Specific Information

Programme pages on the University's website and in any relevant printed materials will give prospective students a current, accurate and fair representation of the programme they will be studying. This information will include:

- Programme content and structure;
- The circumstances in which the content and structure may change;
- Modes of study (for example, part time or distance learning);
- Length of the programme;
- Entry requirements;
- Teaching methods, including contact hours;
- Assessment methods;
- Professional accreditations;
- Career and employability prospects;
- Location of study;
- Additional costs, including specialist equipment and field trips;
- Links with industry, business and the professions, including professional, statutory and regulatory bodies (PSRBs);
- Opportunities to study through the medium of Welsh;
- Opportunities to undertake placements;
- Opportunities to study abroad;
- The award to be received on successful completion of the programme;
- KIS data.

3.4 Additional information for research students

The University will also publish fair and accurate information on its website and in any relevant printed materials to enable prospective research students to make an informed decision about studying at the University, including:

- The research environment in University Schools;
- Supervisory arrangements;
- Procedures for monitoring and requirements for progression;
- Pastoral support;
- Opportunities to participate in teaching.

3.5 Information on the Learning Environment and Support for Students

The University's website will contain information to assist prospective students' understanding of the learning environment and support for students provided by the University. This will include details of:

- Student support and pastoral care services;

- Careers and employability;
- Library and learning resources;
- Facilities for learning;
- Student accommodation;
- Social and leisure facilities;
- Students' Union;
- The Peer Guide system;
- Equality and diversity.

4.   Information for Current Students

Indicator 4: *Information on the programme of study is made available to current students at the start of their programme and throughout their studies.*

4.1   Information on programmes of study

The University will provide accurate, detailed and accessible information to current students relating to their programme of study in the Online Handbook and relevant web pages, including Gazettes. This information shall include:

4.1.1   General Information

- Dates of semesters, teaching and examination periods;
- Registration requirements and procedures;
- How to change module/degree programme;
- How to suspend study;
- Requirements for paying fees;
- What constitutes unfair practice;
- Health and safety procedures.

4.1.2   School Information (in addition to Part 3.2, above)

- Names and contact details of key post holders, including the Head of School, Director of Teaching and Learning, Senior Tutor, Examinations Officer, Employability Officer, Peer Guide Coordinator, Disability Liaison Officer, Student Engagement Officer, Exchanges Coordinator;
- Names and contact details of Programme Organisers;
- Marking criteria for assessments;
- Procedures for submitting assessments;
- Arrangements for returning marked work and providing feedback;
- Procedures for reporting special circumstances;
- Procedures for dealing with unfair practice;
- Attendance policies;
- Any special requirements relating to health and safety;
- Supervision arrangements for postgraduate research students;
- Structural and administrative arrangements for postgraduate research students.

4.1.3   Programme Information (in addition to Part 3.3, above)

- Curriculum details;
- Learning outcomes;
- The balance between scheduled learning and teaching activities; guided independent study; time spent on placement/study abroad; or other learning activities;
- Opportunities to study through the medium of Welsh;

- Opportunities for study abroad and other international learning experiences;
- Opportunities for work-based learning.

4.1.4   Module Information

– Details of staff responsible for delivery;
– Learning outcomes;
– Pre-requisites/co-requisites;
– Content;
– Assessment methods, including word counts or equivalents;
– Weighting of assessment components;
– Location of delivery;
– Any additional costs;
– Reading lists.

Indicator 5: Higher education providers set out what they expect of current students and what current students can expect of the higher education provider.

4.2   Responsibilities of students

The University will ensure that current students are provided with accurate and accessible information about their responsibilities. This information shall include:

– The Student Charter;
– Regulations relating to student conduct;
– Regulations relating to the use of IT and library resources;
– Academic discipline procedures;
– Suitability for practice procedures;
– Fitness to study procedures;
– Research ethics expectations.

4.3   What students are entitled to expect from the University

The University will ensure that current students are provided with clear, fair, accurate and accessible information about what they are entitled to expect from the University. This information shall include:

- The Student Charter;
- Rules and Regulations;
- How to report mitigating circumstances;
- Complaints and appeals procedures;
- How to access External Examiners' reports;
- Information about placement opportunities, work-based learning opportunities and opportunities for international learning experiences;
- Ownership of intellectual property generated by students.

4.4   Resources and facilities to enable student learning and achievement

The University will ensure that current students are provided with accurate and accessible information in online handbook, online and in printed form on what resources and facilities are available to support student learning and achievement, and how these can be accessed. This information shall include:

- Student Support Services;
- Library and learning resources;
- Careers guidance;
- Student accommodation;
- Social and leisure facilities;
- Students' Union;
- The Bangor Employability Award.

4.5   Mechanisms for engaging with students

The University will ensure that current students are provided with accurate and accessible information about the mechanisms in place for engaging with students. This information shall include:

- Mechanisms for gathering and responding to student feedback;
- Arrangements for student representation.

5.   Information for Students upon Completion of Studies

Indicator 6: When students leave their programme of study, higher education providers issue to them a detailed record of their studies, which gives evidence to others of the students' achievement in their academic programme.

5.1   Information upon Completion of Studies

The University will provide students with the following information upon completion of their studies:

- Records of study and academic achievement for students who have completed their study programmes and for those who exit before completion;
- Information relating to alumni services.

6.   Information on Academic Standards and Quality

Indicator 7: Higher education providers:

    – *set out their arrangements for managing academic standards and quality assurance and enhancement and describe the data and information used to support its implementation.*

6.1   Quality Assurance

The University will provide accurate, current and accessible information on its quality assurance processes arrangements. This information shall include:

- Details about the Quality Assurance and Validation Unit;
- The Academic Quality Code;
- Programme/Module approval processes;
- Annual review processes;
- External Examining arrangements;
- Internal Quality Audits;
- Information about Professional, Statutory and Regulatory Bodies.

7.   Information relating to Collaborative Provision

Indicator 7: Higher education providers:

– *maintain records (by type and category) of all arrangements for delivering higher education with others that are subject to a formal agreement.*

7.1   Information on collaborative provision

The University will provide accurate, current and accessible information on its collaborative provision arrangements. This information shall include:

- Information about collaborative provision, including how to establish collaborative partnerships;
- A register of the University's collaborative partnerships, including articulation arrangements.

7.2   Information produced by partner institutions

The University will take appropriate steps to ensure that information produced by partner institutions in relation to programmes delivered in collaboration with the University is accurate, current and accessible. This shall include:

- Information for prospective students;
- Information for current students.

8. Monitoring and Compliance

8.1 Information Owners

Every Head of Academic School/Service Department will be designated as the 'Information Owner' for all published information produced by the School/Department falling within this Scheme. A list setting out who is responsible for each element of the information in this Scheme is set out in Appendix 2, along with a summary of how compliance is routinely monitored. For information produced by partner institutions (see 7.2, above), the School/Department with responsibility for oversight of the information shall be deemed the information owner for the purposes of this Scheme.

It should be noted that information owners may be 'primary' or 'secondary'. The former will apply where an information owner is responsible for the production of the information, whereas the latter will apply where an information owner is responsible for communicating information which has been produced by another information owner. In such instances, secondary information owners must ensure that the information they publish accurately reflects the information produced by the primary information owners.

In the case of Academic Schools, it may be agreed at College level that the role of Information Owner for each School within that College will be assigned to the College Manager.

8.2 Annual Monitoring Forms

The Information Owner is expected to keep published information under review and to complete and sign a monitoring form (see Appendix 1) on an annual basis to confirm that published information meets the requirements of this Scheme. The form includes a box for the Information Owner to explain how monitoring has been carried out.

In the case of information where the Information Owner is a Head of School or College Manager (Academic Information), forms must be submitted to the Quality Assurance and Validation Unit (QAVU) by 1st December each year.

In the case of information where the Information Owner is a Head of Service Department (Service Related Information), forms must be submitted to the Governance and Compliance Team by 1st December each year.

8.3 Compliance Monitoring

The QAVU will monitor compliance for Academic Information, and the Governance and Compliance Team will monitor compliance for Service Related Information. Both units will report to the University Information Oversight Group who will be responsible for the implementation of the Scheme.

8.4   On-going Monitoring

The QAVU, the Governance and Compliance Team and IT Services will monitor published information on an on-going basis by carrying out spot checks. Where it is found that information is missing, inaccurate or otherwise unsuitable, the relevant Information Owner will be notified in writing so that the position can be rectified. Instances of non-compliance will be reported to the University Information Oversight Group.