

Higher Education Published Information Policy

APPROVED BY ACADEMIC BOARD ON 12 OCTOBER 2026

Applies to:	
Harrogate College	
Keighley College	
Leeds City College	
Leeds Conservatoire	x
White Rose Academies Trust	
University Centre Leeds	X

CHANGE CONTROL

Version:	4	
Approved by:	Academic Board	
Date approved:	October 2026	
Name of author:	Registry	
Name of responsible committee:	Academic Board	
Related policies: (list)	- Assessment and Moderation Handbook - Relevant Academic Regulations - A Guide to Quality Assurance - Academic Appeals Policy - Academic Appeals Process - Student Guide to Appeals and Complaints - Academic Appeals Policy and Process (relevant awarding body)	
Equality impact assessment completed	Date:	October 2026
	Assessment type ☐ Full ☐ Part ☒ x Not required	
Policy will be communicated via:	Cecil, Website, VLEs	
Next review date:	December 2029	

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1. POLICY STATEMENT

For HE provision, Leeds Conservatoire and University Centre Leeds will operate a system for assuring the completeness and accuracy of its published information in line with the Office for Students regulatory requirements, Quality Assurance Agency (QAA) sector-agreed principles, and HE institutional collaborative agreements.

Leeds Conservatoire and University Centre Leeds have a firm commitment to:

- Ensuring that full care and attention is paid to writing and proofreading HE documentation;
- Enhancing transparency and clarity of information relating to HE;
- Confidently assuring itself, where reasonably possible, about the reliability, accuracy and completeness of its published HE information;
- Publishing full, accurate and verifiable information relating to its HE quality assurance processes;
- Ensuring sign-off of information is carried out at the appropriate level;
- Not intentionally acting in a misleading manner in relation to published HE information made available to internal and external stakeholders.

The policy responds to the Office for Students (OfS) expectation for higher education providers to demonstrate that all information made available to applicants, students and the public is accurate, timely, accessible, clear, and supported by effective governance and quality assurance processes.

2. POLICY AIMS/OBJECTIVES

This policy applies to information relating to Leeds Conservatoire and University Centre Leeds Higher Education awards that is made available to the public. The policy aligns with the OfS conditions of registration, specifically Condition C: Protecting the interests of all students, and Condition F: Information for students, in the context in which each provider operates. In order to reach a judgement about a provider's compliance with the requirements of these conditions, OfS make risk-based judgements based on evidence that demonstrates compliance with these conditions in practice. In relation to this, the policy has due regard of the Competition and Markets Authority (CMA) obligations under Consumer Law to provide clear, timely, comprehensive, unambiguous, up-front information for students so they know in advance what is being offered and can compare different courses and HE providers.

The purpose of the policy is to ensure that the HE Published information policy and procedures are implemented consistently across the institution and that the requirements of awarding bodies are met. In addition, the HE Published information policy and procedures are fully informed by the requirements of awarding bodies and the revised QAA Quality Code for Higher Education, in particular the Advice and Guidance relating to Admissions, Recruitment and Widening Access.

University Centre Leeds provides a range of information for prospective and existing students, employers and other stakeholders which is utilised in a range of ways for a range of purposes. Published information within the context of this policy relates to:

- HE quality assurance materials including policies and procedures, regulations and guidelines;
- Marketing and publicity materials;
- Externally-hosted information about the provision;
- Terms and conditions;
- Programme delivery material including (but not limited to) validation/approval documents, programme and module handbooks, any material published on the virtual learning environment (VLE);

- 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.

3. DETAILS OF THE SUBJECT MATTER

3.1 Principles

Leeds Conservatoire and University Centre Leeds have in place mechanisms for the production, maintenance, review, sign-off and oversight of published information.

'Published information' may be in any format, for example written, video, audio.

Responsibilities, processes and procedures for ensuring the accuracy of published information are assigned according to the type of information.

A 'published information responsibilities overview' is maintained indicating the locus of responsibility for production and sign-off of each type of information.

Responsibilities, processes and procedures are reviewed on an annual basis or promptly where changes are made to the details of courses/programmes to ensure that they remain accurate and fit for purpose.

Periodic audits will also be carried out to confirm accuracy and completeness.

Leeds Conservatoire and University Centre Leeds recommend that prospective students and applicants should contact the institution directly to check the current position on programmes and services.

Changing circumstances may cause Leeds Conservatoire and University Centre Leeds to have to adjust its provision at any time and in some instances despite its best efforts, published information relating to higher education may sometimes fall short of what is needed.

Leeds Conservatoire and University Centre Leeds must ensure the accessibility, accuracy, completeness and reliability of information produced by faculties, prior to and following publishing of material for external or internal purposes.

The guardianship of published information must be underpinned by purposive sampling and regular reviews and carried out annually by HE Quality and Standards.

Feedback via HE Quality and Standards is welcomed so that, where appropriate, inaccessible, inaccurate, or missing information can be corrected or made accessible.

Wherever possible, prior notification should be given to the appropriate authorising team in readiness for receipt of material for approval.

Leeds Conservatoire and University Centre Leeds reserve the right to make such changes to the details of courses/programmes of study it considers reasonable including changes in content, delivery or teaching staff.

The Student Protection Plan and the Terms and Conditions outline the circumstances under which changes may be made and how they are communicated to students and prospective students.

3.2 Publicity of information:

Examples of marketing and publicity materials include:

- The website
- Prospectuses
- Course information materials for prospective students
- CRM or MyPortal communications.

HE Quality and Standards and/or Marketing are responsible for the production of generic published information relating to the provision and for confirming the accuracy of this.

Academic teams are responsible for the production of generic information, written in accessible language, relating to individual programmes, and for confirming the accuracy of this.

All publicity information will be reviewed and updated on an annual basis.

Published information should adhere to accessible format guidelines wherever possible. Where this is not possible, alternative formats should be available on request.

Periodic audits will also be carried out to confirm accessibility, accuracy and completeness.

Academic teams are responsible for updating programme handbooks and programme specifications on an annual basis and the accuracy and completeness of these is confirmed by HE Quality and Standards prior to publication.

Externally-hosted information will be subject to factual sign-off, creative sign-off, or both. Examples include:

- UCAS
- Whatuni?
- SLC
- International Education Agents' websites.

Externally-hosted information may have to adhere to the host's guidelines; factual sign-off will be a priority.

Terms and conditions of study, including information relating to tuition fees and additional study expenses, are clearly displayed on the Leeds Conservatoire and University Centre Leeds websites.

3.3 Programme information and materials:

'Programme information and materials' relates to information about any aspect of a student's studies. Examples include:

- Programme and module specifications
- Programme and module information (in hard copy and/or on the VLE), and any material published on the virtual learning environment (VLE)
- Library and IT services and resources
- Academic administration and student support services.

Programme and module specifications will be updated in accordance with the validating or awarding body's regulations.

Minimum requirements relating to the content of programme and module information are drawn up and reviewed annually.

Academic teams are responsible for the annual updating of all programme materials provided via the VLE. The accuracy of this will be confirmed by Academic / Programme Managers, Deputy Heads of School/Department, or Heads of School/Department.

Module information will be updated on an annual basis and the accessibility and accuracy of this confirmed by Academic / Programme Managers, Deputy Heads of School/Department, or Heads of School/Department.

3.4 Confirmation of results:

Leeds Conservatoire and University Centre Leeds have in place mechanisms to ensure the accuracy of students' results. 6

Results and transcripts are issued to students in accordance with validating body's requirements. The scope covers the results of students who leave without completing their programme of study. The accuracy of all results are confirmed by academic teams prior to ratification by the Exam Committee/Board structures.

Results are communicated to students within 10 working days, with official transcripts made available subsequently.

4. REVIEW

Leeds Conservatoire and University Centre Leeds will regularly monitor and review this policy and its associated procedures to assess the effectiveness of its implementation and outcomes.

Owner: HE Quality and Standards

Policy Introduced: June 2015

Last Review: Oct 2026

Next Review: Dec 2026

Change Summary		
Version	Date	Summary of Changes
1	June 2015	
2	July 2020	Update of provider trading name
3	July 2023	Move to new template and administrative updates
4	Oct 2026	Administrative changes to clarify alignment to OfS conditions of registration and CMA obligations, reformatting of Section 3 from a table to narrative, and clarification of responsibilities of the provider.