



2023

**Published Information and
Consumer Protection
(HE02)**

Document Reference: Published Information and Consumer Protection (HE02)

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Originator: HE Quality Office

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Description:

The purpose of this Code of Practice is to provide clarity over the specific measures taken by TEC Partnership 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 TEC Partnership’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. This Code of Practice applies to all constituent parts of TEC Partnership where higher education is being delivered.

If you need any further advice on how the regulations work, you should contact the HE Quality Office.

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This document is available in alternative forms

Reference	Change
1.0	New
1.0.1	Update to replace Progression and Standards Committee with Academic Authority and Standards Senior Committee.
1.0.2	Changes to incorporate East Riding College
1.0.3	Update to replace Academic Authority and Standards Senior Committee with Higher Education Curriculum, Quality and Standards. Update to replace Senior Management Team and Executive Management Team with Senior Leadership Team and Executive Leadership Team. Grammatical corrections. 1.1.vi – new line added regarding the management of content. 1.1.vii – new line added regarding ensuring students can make informed decisions. 1.2.ii – additional information to incorporate the use of social media.

1.0 Introduction

1.1 This Code of Practice is built on TEC Partnership'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.
- vi) manage and enforce the creation, approval, and publication of content.
- vii) ensuring that prospective students are provided with reliable, clear and timely information, or 'material information', so they can make informed decisions.

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

- i) TEC Partnership's quality and standards materials including codes of practice, regulations, policies and guidelines relating to higher education.
- ii) marketing and publicity materials, including those published on social media.
- 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 TEC Partnership 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.

2.0 General Principles

2.1 TEC Partnership recommends that prospective students and applicants should contact the relevant college to check the current position on programmes and services.

2.2 TEC Partnership will identify on its website, by 10th November each year, all planned major revisions to programmes and academic regulations being made within that academic year for adoption in the next academic year. Where this is not identified, major changes must not be made or adopted for the following academic year.

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

2.4 TEC Partnership 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 TEC Partnership accepts no liability for any loss or damage caused by inaccurate information, other than the responsibilities detailed in our Student Contract.

2.6 TEC Partnership 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 TEC Partnership curriculum teams must ensure the accuracy, completeness and reliability of information produced by the school, faculty, or other departments, prior to and following publishing of material for internal and/or external purposes.

2.8 TEC Partnership's guardianship of published information must be underpinned by purposive sampling and regular reviews.

3.0 Quality and Standards Materials

3.1 All regulations, codes of practice, policies and guidelines will be identifiable through a distinct code allocated and visible on the cover page of the document. Each document on the inside first page will also include the:

- i) version number.
- ii) date of writing.
- iii) date of implementation.
- iv) date for review.
- v) department from which the document originates.
- vi) board through which approval is obtained.

3.2 All regulations, codes of practice, policies and guidelines must be approved by TEC Partnership's Executive Leadership Team (ELT).

3.3 Regulations, codes of practice, policies and guidelines must be subject to periodic review as identified on the inside first page of all documents. The approval and implementation of revisions is the responsibility of ELT and the boards and committees to which it delegates responsibility.

3.4 Where appropriate, the HE Quality team must liaise with faculties for the development of its regulations, codes of practice, policies and guidelines.

3.5 Following approval of new or revised regulations, codes of practice, policies, and guidelines, the HE Quality team must ensure that faculties are appropriately informed of the changes through a range of methods.

3.6 All regulations, codes of practice, policies and guidelines, once approved, must be accessible to staff, students, prospective students, and other stakeholders via TEC Partnership's websites.

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

4.0 Marketing and Publicity Materials

4.1 TEC Partnership 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 TEC Partnership. However, above and beyond the governance of partner regulations, TEC Partnership 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 TEC Partnership 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 TEC Partnership's HE Quality team, the Competition and Marketing Authority Programme Information form (HE02A) must be updated and will be used as the reference point to inform the production of the prospectus, programme leaflets, website and other relevant marketing material.

4.4 HE Quality perform constant reviews of published information with a formal report completed annually in November. The output of the report is reported to the Higher Education Curriculum, Quality and Standards Committee (HECQS) and through to the Senior Leadership Teams (SLT).

