



# Introducing the Quality Code - Part C: Information about Higher Education Provision

**Dr Cathy Kerfoot**  
**Standards and Frameworks Manager**

**21 October 2016**

# About the Quality Code

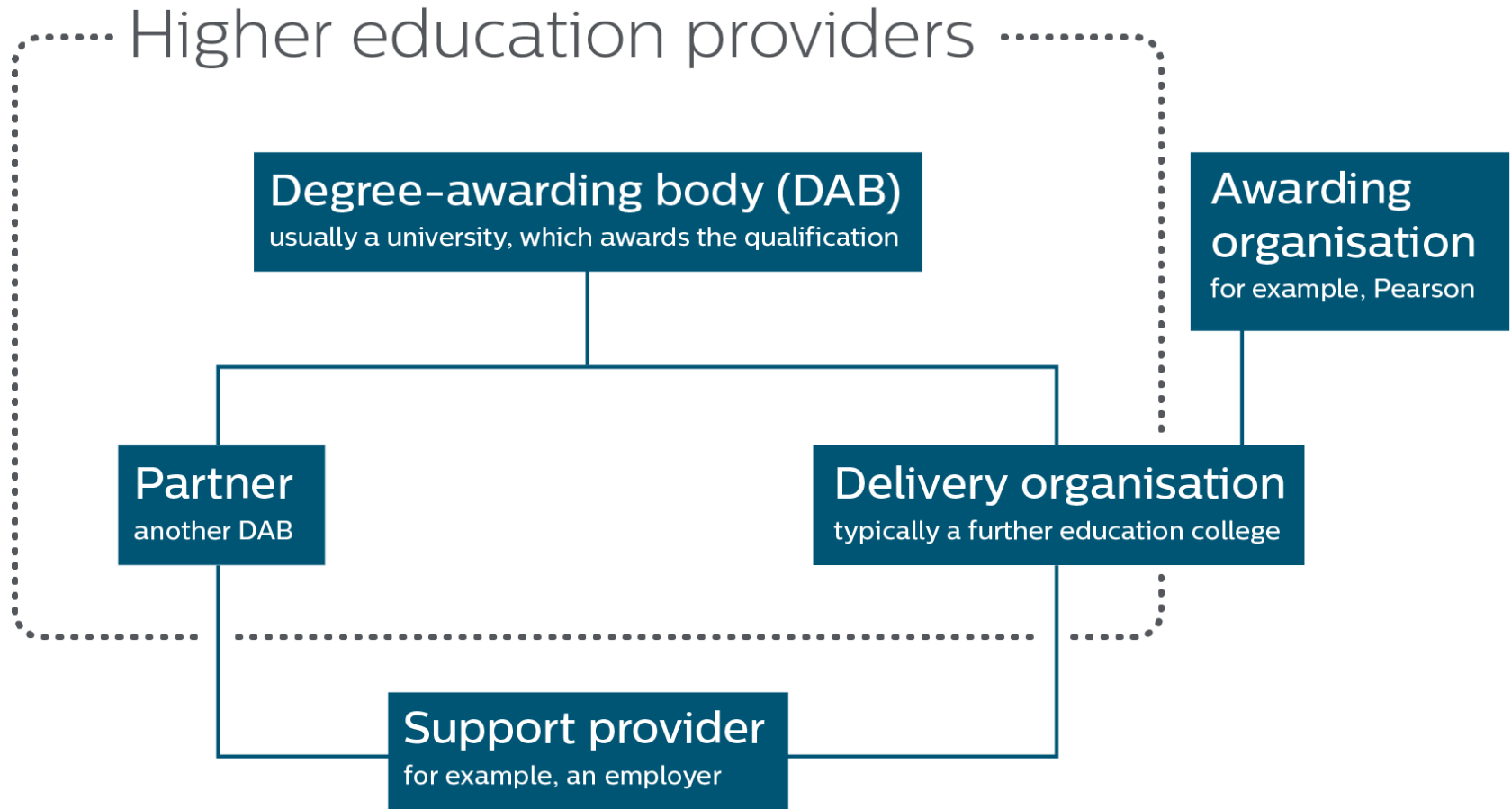
# The UK Quality Code:

- is the **definitive reference point** for standards and quality in UK higher education
- has been developed with the higher education community
- makes clear what all UK higher education providers are required to do – through a series of **Expectations** accompanied by detailed explanation

# The UK Quality Code:

- covers **all four nations** of the UK and all providers of UK higher education operating **internationally**
- protects the interests of **all students** (full-time, part-time, under/postgraduate, distance learners)
- the Code's **Expectations** form part of the baseline regulatory requirements underpinning the new Quality Assessment system (for N.Ireland and England).

# Terminology



# *General Introduction*

## **Part A**

Setting and  
Maintaining  
Academic  
Standards

## **Part B**

Assuring and  
Enhancing  
Academic  
Quality

## **Part C**

Information  
about Higher  
Education  
Provision

# Parts and Chapters

## *General Introduction*

### Part A: Setting and Maintaining Academic Standards

Chapter A1: UK and European Reference Points for Academic Standards  
Chapter A2: Degree-Awarding Bodies' Reference Points for Academic Standards  
Chapter A3: Securing Academic Standards and an Outcomes-Based Approach to Academic Awards

### Part B: Assuring and Enhancing Academic Quality

Chapter B1: Programme Design, Development and Approval  
Chapter B2: Recruitment, Selection and Admission to Higher Education  
Chapter B3: Learning and Teaching  
Chapter B4: Enabling Student Development and Achievement  
Chapter B5: Student Engagement  
Chapter B6: Assessment of Students and the Recognition of Prior Learning  
Chapter B7: External Examining  
Chapter B8: Programme Monitoring and Review  
Chapter B9: Academic Appeals and Student Complaints  
**Chapter B10: Managing Higher Education Provision with Others**  
Chapter B11: Research Degrees

### Part C: Information about Higher Education Provision

# Part C: Information about Higher Education Provision



## A single document which covers information provided to:

- communicate purposes and values of HE
- help prospective students make decisions
- help current students make the most of learning opportunities
- confirm the achievement of completing students
- safeguard standards and assure quality

\*not all of this will be in the public domain

# Expectation

**Higher education providers produce information for their intended audiences about the learning opportunities they offer that is fit for purpose, accessible and trustworthy.**

# Underpinning principles (developed in explanatory text)

- Info should be timely, current, transparent and focussed on audience needs
- HEPs are responsible and accountable for the info that they produce
- Info should be accessible for all and easy to find
- Info should offer a fair and accurate reflection of learning opportunities

# Example of guidance provided

## Indicator of sound practice

Higher education providers publish information that describes their mission, values and overall strategy

*The information referred to here enables the HEP's intended audiences and users to develop an understanding of its profile. HEPs locate themselves within the broader contexts of UK and international HE. Information is published about organisational structure, the composition of the student population, the different modes of study that are supported, and the programmes and qualifications offered. [...]*

# The wider context for Part C

# The Quality Code and legislation

“HEPs are responsible for meeting the requirements of legislation and any other regulatory requirements placed upon them, for example, by funding bodies. The Quality Code does not interpret legislation nor does it incorporate statutory or regulatory requirements.”

# Competition and Markets Authority (CMA) Guidance

- published March 2015
- interprets legislation including
  - Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 [CCRs]
  - Consumer Rights Act 2015
- covers three key areas:
  - providing the right information at the right time
  - ensuring that the terms of the contract are fair
  - fair complaints handling policies

# Building a coherent picture

- QAA is currently working with the UK funding bodies to develop guidance around meeting CMA requirements as well as recommendations arising from HEFCE research into student information needs
- This will draw in guidance from the Quality Code and other sources
- Consultation of a draft launches next week
- **See QAA's website for more information and details of forthcoming webinars**



# Discussion exercise

# Part C encourages providers to (among other things):

- publish information that describes their mission, values and overall strategy
- describe the process for application and admission to the programme of study
- set out what they expect of current students and what students can expect of them
- set out their frameworks for managing academic standards and quality assurance and enhancement

# Questions to consider

- **Who** is responsible for this information?
- **Where** can I find it?
- In **what** format/s?
  
- Any issues/challenges?



qaa.ac.uk



enquiries@qaa.ac.uk



+44 (0) 1452 557000

© The Quality Assurance Agency for Higher Education 2014

Registered charity numbers 1062746 and SC037786



QAA