



## Procedure 7.2 External Review of the Website and Printed Information

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<b>Review No</b>	6	<b>Next Review Date</b>	August 2024	<b>Approved on</b>	28/08/2023

**Procedure issued** : April 2014

**Procedure owner** : Principal / CEO

- ❖ This procedure is shared with our students and/or can be obtained:
  - on our website <https://docklandsacademy.co.uk/policies-and-procedures>,
  - on the desktops of all computers in the library on the top floor,
  - by emailing us at [info@docklandsacademy.co.uk](mailto:info@docklandsacademy.co.uk) in the case of remote learning.
- ❖ Also, our students are fully informed about the main aspects of the procedure during Induction Seminar and in the Student Handbooks and Learning Agreement.
- ❖ The procedure is reviewed and monitored on a regular basis for currency and fitness as part of our 1.9 Review and Revision of Policies and Procedures.

### **1. Introduction**

**1.1.** The Academy seeks to ensure that all information published, whether on the website, through handbooks or course related information, in hard copy or electronically, is accurate, transparent and accessible. Information is regularly monitored and updated, and all documentation should be reviewed and updated as appropriate at least annually.

### **2. Aims**

- 2.1** All information produced by the Academy should be clear, informative and accurate at the time of publication to serve the interests of the target audience and stakeholders
- 2.2** Publications will be regularly reviewed and updated.
- 2.3** The regulations and requirements of partner organisations will also be met, including notified updates and amendments.



**2.4** Information formats comply with the preferred document style and font, as defined in “*DAL Procedure 1.8 Document Preparation and Version Control*”

### **3. Process**

**3.1.** The CEO/Principal has overall responsibility for the management of all publications, including (but not limited to) the student handbook, programme handbooks, prospectus, website, and advertisements. This procedure provides a means of initiating a regular external review of the website and any printed publications. Although these media are carefully checked within the Academy before sign off, (*see DAL Procedure 7.1 Review and Sign off of Public Information*) an external view is of particular benefit in ensuring that content remains accurate, appropriate and relevant.

**3.2.** The Principal will decide each year which external reviewer to use and whether to ask more than one individual to undertake review work. The frequency of external reviews of the Academy`s public information will be decided by the CEO / Principal, but the normal frequency will be once every 6 months. The external reviewer(s) will be expected to comment upon the following:

- overall appearance of the website/printed materials
- appropriateness of the content and images (particularly in relation to a potential overseas student audience)
- currency of the content and images
- accuracy of the body text (this will include spelling, grammatical construction and textual conventions)

A formal report, using the format attached in 7.2.1, will be required for each external review. The report(s) will be considered by the CEO/Principal.

### **4. Related Documents**

#### **4.1 Policies**

- 2 Academic Management
- 4 Admissions
- 5 Student Support, Engagement and Learning Resources
- 7 Information
- 8 Marketing and Promotion



## 4.2 Procedures

- 1.5 Equal Opportunities
- 1.7 Data Protection
- 1.8 Document Preparation and Version Control
- 1.9 Review and Revision of Policies and Procedures
- 2.7 Programme Design and Approval
- 2.13 Access and Participation Statement
- 4.6 Student Induction
- 4.10 Refund of Tuition Fees and Compensation
- 4.11 Student Protection Plan
- 4.12 Consent from Parents or Guardians
- 4.13 Transfers, Suspensions, Withdrawals, Closure and Change of HE Provision
- 5.1 Student Code of Conduct
- 5.2 Welfare Services and Pastoral Care
- 5.3 Equality, Diversity and Special Needs
- 6.15 Safeguarding
- 6.16 Prevent Duty (Racist, Discriminatory, Abusive and Extremist Behaviour)
- 7.1 Review and Sign off PI
- 7.3 Social Media Protocols
- 7.4 HE Public Information
- 8.2 Recruitment Partner Selection & Monitoring
- 8.3 Links with Other Educational Institutions and Businesses

## 4.3 Terms and Conditions

### 4.4 External Reference Points

- **Office for Students (OfS) Requirements and Guidance** at <https://www.officeforstudents.org.uk/advice-and-guidance/regulation/>
- **UK Quality Code Advice & Guidance – Concerns, Complaints and Appeals** at <https://www.qaa.ac.uk/en/quality-code/advice-and-guidance/concerns-complaints-and-appeals>
- **UK Quality Code Advice & Guidance – Partnerships** at <https://www.qaa.ac.uk/en/quality-code/advice-and-guidance/partnerships>
- **Higher Education Code of Governance** (Committee of University Chairs, December 2014) at <https://www.universitychairs.ac.uk/wp-content/uploads/2020/09/CUC-HE-Code-of-Governance-publication-final.pdf>
- **Association of Employment and Learning Providers (AELP) principles of Good Governance for Independent Training Providers** at <https://www.aelp.org.uk/media/2595/code-of-governance-final-sept-2018.pdf>
- **OIA The Good Practice Framework for Complaints and Appeals** at <https://www.oiahe.org.uk/resources-and-publications/good-practice-framework/>
- **Competition and Markets Authority Guidance for HE Providers** at <https://www.gov.uk/government/publications/higher-education-consumer-law-advice-for-providers>
- **UKCISA Code of Ethics** at <https://www.ukcisa.org.uk/Membership/Codes-of-practice/Code-of-ethics>
- **UK Visa & Immigration (UKVI) regulations** at <https://www.gov.uk/government/organisations/uk-visas-and-immigration> & <https://www.gov.uk/study-visit-visa>



- Student Loans Company Regulations at <https://www.gov.uk/government/organisations/student-loans-company>
- Equality Act – 2010 at <https://www.legislation.gov.uk/ukpga/2010/15/contents>
- Data Protection Act 2018 at <https://www.legislation.gov.uk/ukpga/2018/12/contents>

## **Docklands Academy published information external review process (7.2.1)**

**Date of review:**

**Date of next scheduled review:**

**Website**

**Overall comments:**

*[Reviewer to insert comments about the overall impact and appearance of the website]*

**Items to be amended:**

*[Reviewer to specify items that must be changed or amended, indicating the degree of urgency]*

**Printed Information**

*[Reviewer to provide both overall and specific comments about each separate printed item reviewed, along with recommendations about any changes]*

**Documents reviewed**



**Suggested amendments**

***Sign off of any changes as a result of review (sign and date when completed)***

**Review by:**

**Name:**

**Signature**

**Date:**

**Position of course:**

**Signed off by:**

**Name:**

**Signature:**

**Job Title:**

**Date:**

***[Principal to sign and date when all changes completed]***