



POLICY 7 INFORMATION					
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Review No	9	Next Review Date	April 2027	Approved on	01/04/2026

Policy Issued : April 2014
Policy Owner : Principal/CEO

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

1 Introduction

Docklands Academy London (The Academy) considers that the provision of appropriate and accurate published information makes a vital contribution to the student journey and the successful operation and success of the Academy. The Academy ensures that prospective students are given the information they need in order to make informed decisions before, during and after their studies.

2 Terminology

In the context of this policy, 'public information' means all information produced and disseminated by the Academy for its students, potential students and stakeholders, as well as the general public. The term covers electronic and printed information as well.

3 Scope

This policy relates to the Academy's own public information. Relevant partner and awarding body policy, regulations and protocols apply in the case of information provided directly by partners and



awarding bodies, but this policy also refers to the arrangements the Academy makes to publicise information relating to its programmes which are validated by its awarding bodies.

Public information includes website content, VLE content and printed material. It covers introductory information about the Academy and its programmes, marketing and promotional material, programme specifications, the student handbook and course/module handbooks.

4 Aims

The overall aim of the policy is to ensure that all public information produced by the Academy and its learning opportunities are; accurate, accessible, trustworthy and fit for purpose.

5 Objectives

The objectives of the Information Policy and its related procedures are:

- to ensure that public information reflects the mission, values and strategy of the Academy and is accessible to students and stakeholders (see on *UK Quality Code*; <https://www.gaa.ac.uk/en/quality-code/advice-and-guidance>),
- to ensure that public information provides an accurate and appropriate introduction to the Academy for prospective applicants (see on *UK Quality Code*; <https://www.gaa.ac.uk/en/quality-code/advice-and-guidance>),
- to ensure that information provided for current students, both during induction and subsequently, is accurate and accessible (see *UK Quality Code*; <https://www.gaa.ac.uk/en/quality-code/advice-and-guidance/admissions-recruitment-and-widening-access>),
- to ensure that programme specifications and student handbooks are accessible, accurate and informative (see *UK Quality Code*; <https://www.gaa.ac.uk/quality-code/advice-and-guidance>),
- to ensure that all new electronic public information is carefully checked for accuracy and completeness and signed off by an appropriate senior signatory,
- to ensure that all new printed information, is carefully checked for accuracy and completeness and signed off appropriately,
- to review the content and layout of information posted on the virtual learning environment and the Academy website on a regular basis to ensure its currency, accuracy and completeness (see *UK Quality Code*; <https://www.gaa.ac.uk/quality-code/advice-and-guidance>),
- to ensure that Academy's use of social media is carefully planned and monitored to ensure maximum impact and to minimise the problems sometimes inherent in the use of these media,



- to ensure that students completing their studies are provided with a complete record of their achievement (see *UK Quality Code* <https://www.qaa.ac.uk/en/quality-code/advice-and-guidance/enabling-student-achievement>),
- to ensure that CMA advice on consumer protection law to higher education providers (May 2023) is taken into consideration and the necessary measures are in place (<https://www.gov.uk/government/publications/higher-education-consumer-law-advice-for-providers>),
- to ensure that information provided to students complies with CMA recommendations and *Consumer Protection Regulations: Trading Regulations 2008* and *Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013*.

6. Related Documents

6.1 Policies

- 2 Academic Management
- 5 Student Support, Engagement and Learning Resources
- 8 Marketing and Promotion

6.2 Procedures

- 1.5 Equal Opportunities
- 1.7 Data Protection
- 1.9 Review and Revision of Policies and Procedures
- 2.1 Academic Misconduct
- 2.2 Academic Regulations
- 2.9 Academic References for Students
- 2.13 Access and Participation Statement
- 4.6 Student Induction
- 5.3 Equality, Diversity and Special Needs
- 7.1 Review and Sign off PI
- 7.2 External Review of the Website and Printed Information
- 7.3 Social Media Protocols
- 7.4 HE Public Information

6.3 Student Terms and Conditions