



QUALITY ASSURANCE DOCUMENT QA 02 – PROCEDURE FOR THE PRODUCTION, UPDATING, AND PUBLICATION OF PROGRAMME INFORMATION (STUDENT HANDBOOKS, PROGRAMME HANDBOOKS, MDFs, OFFER PACKS)

Introduction

1. This policy governs the process for producing, updating, and publishing all programme information. Programme information refers to any information provided to students or applicants about their programme or general information about the university and its policies. This includes, *inter alia*, student handbooks, programme handbooks, module definition forms, and offer packs.
2. The Quality Team is responsible for maintaining an accurate and up to date record of programme information and for ensuring that the correct versions are published.

Production, updating, and publication of Student Handbooks

3. Student Handbooks contain general information about the student experience and the university and its regulations. The aim of the Student Handbook is to ensure students understand the key expectations of the student and the University vis-à-vis one another.
4. They are designed to be applicable to a wide group of students (for example, all Blended Learning or all Distance Learning students) except in cases where more specific information is necessary (for example, students at the Berlin Study Centre).
5. Student handbooks should make students aware of key policies relevant to students, either by detailing the policy or directing students to where they can find the policy.
6. The Quality Team are responsible for maintaining up to date and accurate Student Handbooks and for ensuring the accuracy of any information within the handbook with input from other teams where necessary.
7. Updates to Student Handbooks may arise from changes to policies, to the regulatory framework, to processes for students, or as a result of feedback from students. Any proposal to update the handbook(s) must be communicated to the Quality Team who will review the request and, if necessary, will update the handbook(s).
8. After updating the handbook(s) the Quality Team are responsible for ensuring these are updated on iLearn.

Production, updating, and publication of Programme Handbooks

9. The Programme Handbook contains the programme specification, including details of the modules that make up the programme, and information about any PSRB accreditation the programme has. It does not contain the MDFs which are maintained separately.

10. Programme Handbooks are based on the Programme Specification produced as part of the documentation for validation.
11. The Programme Specification should be written to the format set out in the template in QA 03 – Programme Specification Form.
12. The Quality Team are responsible for the production of the handbook and responsible for its technical accuracy. The Programme Team Leader is responsible for the accuracy of the academic content of the handbook.
13. Updates to the handbook may come about from changes to PSRB accreditation, changes to modules as a result of minor modifications, changes to the programme as a result of major modifications, periodic review, or revalidation processes, and changes to the regulatory framework.
14. After changes have been approved by the relevant process, these changes must be communicated to the Quality Team who are responsible for updating the handbook and ensuring the new version is made available on iLearn, in offer packs, and on the website.

Production, updating, and publication of Module Definition Forms

15. The Module Definition Forms contain the module information, including details of the content, the Learning Outcomes assessed, and the assessment method.
16. Module Definition Forms are produced as part of the documentation for validation.
17. Module Definition Forms should be written to the format set out in the template in QA 40 – Module Definition Form.
18. The Quality Team are responsible for their technical accuracy. The Module Leader is responsible for the accuracy of the academic content of the Module Definition Forms.
19. Updates to Module Definition Forms may come about from minor modifications or from updates to reading lists.
20. Updates to Reading Lists will be communicated by Library Resources to the Quality Team. The Quality Team will update the Module Definition Forms accordingly.
21. Updates as a result of minor modifications will go through the minor modification process, this will include updating the Module Definition Form and publishing it at the agreed time.
22. The Quality Team will be responsible for ensuring the updated version is published on iLearn and is in offer packs and for ensuring that any changes to a module are reflected, where necessary, on the website.

Production, updating, and publication of Offer Packs

23. Offer Packs contain the key information that is required to ensure the student is able to make an informed decision about whether to accept an offer to study with Arden University. They will contain, *inter alia*, key information about the nature of the programme, its content and assessment methods, any PSRB accreditation, the pace and intensity of study, and links to the University's Regulatory Framework, key policies, and the Terms and Conditions of the contract.

24. When a new programme is launched, the Offer Pack is produced by the Quality Team based on the list of required documents agreed by the Registrar, the Head of Quality, the Head of Admissions, and the University's General Legal Counsel.
25. When any of the documents included in the offer pack is changed, or if there is a change to the list of documents that is required, this must be communicated to the Quality Team. The Quality Team will update the relevant offer packs accordingly and send the new versions to the Admissions Team.
26. The Admissions Team are responsible for ensuring that the correct versions of the Offer Packs are sent to applicants.

Annual Reviews of Programme Information

27. On an annual basis the Quality Team will arrange for an audit of the Programme Information.
28. This will involve asking the key stakeholders for each document type to review the document and confirm that it remains accurate or to identify any corrections that are necessary.