

Transparency and Public Information Policy

Acquire Learning

Version: 1.0 | Status: Approved

DOCUMENT INFORMATION

Policy Owner	Registrar
Approving Body	Board of Governors
Date Approved	July 2026
Effective From	Academic Year 2026-2027
Review Cycle	Annual
Next Review Due	July 2027
Equality Impact Assessment Completed	Yes
Who This Document Applies To	All members of staff and governors responsible for creating, approving, maintaining, reviewing or publishing information on behalf of the College. The Policy is also relevant to applicants, students, regulators, awarding partners and members of the public who access information published by the College.

REGULATORY CONTEXT AND RELATED DOCUMENTS

Category	Reference / Detail
OfS Conditions	- Office for Students Condition C1, Guidance on Consumer Protection Law. - Office for Students Condition E2, Management and Governance.

UK Quality Code	UK Quality Code for Higher Education, including the Core Practices and relevant Advice and Guidance relating to reliable information, effective governance, admissions, recruitment and student engagement.
Other Regulatory Requirements	• UK General Data Protection Regulation (UK GDPR) • Data Protection Act 2018 • Competition and Markets Authority, Higher Education Consumer Law Advice for Providers • Committee of University Chairs (CUC) Higher Education Code of Governance • Web Content Accessibility Guidelines (WCAG) 2.2 • Digital Markets, Competition and Consumers Act 2024 • Companies Act 2006 (publication of statutory corporate information)
Related Documents	• Consumer Protection Policy and Procedure. • Information, Advice and Guidance Policy. • Admissions Policy and Procedure. • Admissions Appeals and Complaints Policy and Procedure • Student Contract and Terms and Conditions. • Fees Policy. • Refunds and Compensation Policy. • Office for Students Reportable Events Policy and Procedure. • Equality, Diversity and Inclusion Policy and Procedure. • Digital Systems Acceptable Use Policy. • Data Protection Policy. • Privacy Notice. • Freedom of Information Procedure. • Programme Approval and Portfolio Management Policy and Procedure

VERSION CONTROL HISTORY

Version	Date	Author	Approved By	Summary of Changes
1.0	July 2026	Registrar	Board of Governors	Initial Policy approved. Developed to establish the College's governance framework for the publication, management and review of public information. The Policy supports transparency, consumer protection, governance accountability, accessibility and the provision of accurate, timely and reliable information to students, regulators, awarding partners and the wider public.

TABLE OF CONTENTS

A Note to Readers.....	2
1. Purpose and Scope	2
1.1 Policy Statement.....	3
1.2 Scope	3
2. The Principles of Transparency	3
3. What the College Publishes	4
4. Governance Transparency	5
5. Student Information and Consumer Protection	5
6. Accessibility of Public Information.....	6
7. Confidentiality and the Limits of Transparency	6
8. Requests for Information.....	7
9. Governance Oversight and Responsibilities	7
10. Monitoring, Review and Continuous Improvement	8
11. Equality Impact Assessment	8

A Note to Readers

This Transparency and Public Information Policy explains how Acquire Learning College (from now on the College) manages the publication of information about its governance, academic provision, student experience and institutional performance. It establishes the College's governance framework for ensuring that information published for students, applicants, staff, governors, regulators, awarding partners and the wider public is accurate, accessible, timely and consistent with the College's legal, regulatory and contractual obligations.

If you are a prospective or current student, this Policy explains the College's commitment to providing the information you need to make informed decisions before, during and after your studies. It supports the College's obligations under consumer protection legislation by ensuring that published information is clear, accurate and kept under regular review.

If you are a member of staff responsible for creating, approving or publishing information, this Policy establishes the governance principles that must underpin all public information. It explains the standards expected for the publication of information and the responsibilities of those involved in ensuring that published information remains accurate, accessible and up to date.

If you are a governor or senior leader, this Policy explains the governance arrangements through which the College provides assurance that its public information supports transparency, effective governance and regulatory compliance. It establishes the framework through which publication activities are monitored, reviewed and continuously improved.

The College is committed to openness and transparency wherever this is appropriate and lawful. Information will normally be made publicly available unless there is a legitimate reason for restricting publication, including legal obligations relating to personal data, confidentiality, commercial sensitivity or other protected information.

1. Purpose and Scope

The College's Transparency and Public Information Policy sets out the framework through which the College manages the publication of information and ensures that information provided to students, applicants, staff, governors, regulators, awarding partners and the wider public is accurate, accessible, timely and consistent with its legal, regulatory and institutional obligations.

The Policy is the College's authoritative statement of its commitment to transparency. It establishes the principles governing the publication of information, the responsibilities for maintaining published information and the governance arrangements that support oversight and continuous improvement. Operational arrangements for responding to requests for information are established separately through the College's Freedom of Information Procedure.

The Policy applies to all information published by the College through any official communication channel, including the College website, virtual learning environment, student portal, printed publications, social media, regulatory submissions and any other public or semi-public communication.

The Policy applies to all members of staff responsible for creating, approving, reviewing or publishing information on behalf of the College. It establishes the responsibilities of the Registrar for coordinating

institutional publication, the Principal for ensuring overall regulatory compliance and senior accountability, and the Board of Governors for providing oversight of the College's transparency framework.

1.1 Policy Statement

Acquire Learning College is committed to publishing information that enables students, applicants and the wider public to understand the College, its governance, its academic provision and the services it provides. Transparency is not simply a regulatory requirement but an important element of effective governance, accountability and public confidence.

The College will ensure that published information is accurate, complete, accessible and reviewed regularly so that individuals can make informed decisions and have confidence in the information provided. Wherever reasonably practicable, information will be published proactively rather than only in response to individual requests.

The College also recognises that transparency is not unlimited. Personal data, commercially sensitive information, legally privileged material and other confidential information will be protected in accordance with applicable legislation and the College's information governance framework.

1.2 Scope

This Policy applies to all publicly available information published by or on behalf of the College, regardless of format or publication channel.

It applies to information relating to governance, academic provision, admissions, fees and funding, student support, consumer information, policies and procedures, quality assurance, institutional performance, regulatory compliance and any other information intended for publication.

The Policy applies to all staff, governors and any individual acting on behalf of the College who is responsible for preparing, approving, maintaining or publishing information.

2. The Principles of Transparency

The College's starting position is that information about its governance, academic provision, student experience and institutional performance should be publicly available unless there is a clear, lawful and proportionate reason why it should not be.

This commitment is grounded in the principles of openness, accountability and good governance. It also reflects the College's obligations under consumer protection legislation, the expectations of the Office for Students, and recognised sector guidance relating to governance and transparency.

Proactive transparency means publishing information before it is requested wherever this supports informed decision making, regulatory compliance or public accountability. The College seeks to ensure that applicants and students can readily access the information they need throughout the student journey and that governors, regulators, awarding partners and the wider public can understand how the College operates.

Transparency is not regarded simply as a compliance obligation to be discharged at the minimum level required. Rather, it reflects the College's commitment to providing information that is accurate,

understandable, accessible and capable of supporting confidence in the College's governance and educational provision.

Information should have a clearly identified owner and should be reviewed before publication to ensure that it remains accurate, complete and current.

Where information is published in more than one location, the College shall maintain a single authoritative source. Duplicate or conflicting information should be avoided.

The College will review its publication arrangements regularly to ensure that information remains current, that publication responsibilities are clearly allocated and that published information continues to meet the needs of those who rely upon it.

3. What the College Publishes

The College publishes a comprehensive range of information relating to its governance, academic provision, student experience and institutional performance. The purpose of publication is to support transparency, enable informed decision making and demonstrate accountability to students, applicants, staff, governors, regulators, awarding partners and the wider public.

The College is committed to ensuring that published information is accurate, accessible, current and proportionate. Information will be reviewed regularly to ensure it continues to reflect the College's provision, governance arrangements and regulatory obligations.

The categories of information normally published by the College include, but are not limited to:

- information about the College's governance, leadership and organisational structure;
- policies, procedures and other governance documents made available for publication;
- programme and course information for applicants and students;
- admissions information, entry requirements, fees and funding information;
- student contracts, consumer information and terms and conditions;
- information relating to student support
- information relating to academic quality, standards and student outcomes where appropriate;
- statutory and regulatory publications;
- institutional reports and other information approved for publication by the College.

The College recognises that different categories of information may require different review arrangements. Information will therefore be reviewed at intervals appropriate to its purpose, legal requirements and operational significance to ensure that published information remains accurate and reliable.

Publication does not imply that all information held by the College will be made publicly available. The College will determine what information should be published, having regard to its legal obligations, regulatory requirements, contractual commitments, legitimate confidentiality considerations and the public interest.

4. Governance Transparency

The Board of Governors is accountable for the effective governance of the College. Transparency in governance enables students, staff, regulators, awarding partners and the wider public to understand how decisions are made and provides confidence in the College's governance arrangements.

The College is committed to publishing appropriate information about its governance arrangements in a manner that supports openness whilst protecting information that is confidential, commercially sensitive or otherwise restricted from publication.

Information relating to the governance of the College may include:

- the composition of the Board of Governors;
- the College's governance framework;
- governance policies and constitutional documents where appropriate;
- summaries of governance activity and institutional reports approved for publication;
- information relating to governance responsibilities and decision making;
- other governance information which the Board determines should be placed in the public domain.

The College recognises that transparency does not require the publication of every governance record. Certain information may legitimately be withheld where publication would breach legal obligations, prejudice commercial interests, compromise confidential discussions or otherwise be contrary to the effective operation of the College.

The Board of Governors will receive appropriate assurance that the College's transparency arrangements remain effective and continue to support good governance, regulatory compliance and public accountability.

5. Student Information and Consumer Protection

The College recognises that applicants and students must have access to accurate, complete and timely information before making decisions about their education and throughout their relationship with the College.

The College is committed to ensuring that all student facing information complies with applicable consumer protection legislation and reflects the College's obligations as a registered higher education provider.

Published information relating to admissions, programmes of study, tuition fees, additional costs, student support, complaints, appeals, academic regulations and other matters affecting the student experience will be reviewed regularly to ensure that it remains accurate, complete and consistent across all publication channels.

Information published for prospective and current students should enable informed decision making and should not be misleading through omission, ambiguity or inconsistency. Where information changes, the College will ensure that published materials are updated as soon as reasonably practicable.

The operational management of consumer information, including the review of student facing information and the management of material changes affecting students, is governed by the College's Consumer Protection Policy and Procedure, Information, Advice and Guidance Policy, Student Contract and Terms and Conditions, and Programme Approval and Portfolio Management Policy and Procedure as applicable.

6. Accessibility of Public Information

The College's commitment to transparency requires that published information is not only available but genuinely accessible. Information that is technically published but is difficult to locate, written in unnecessarily complex language or unavailable in accessible formats does not support meaningful transparency.

The College is committed to publishing information in a clear, accessible and inclusive manner. Information will be presented in formats appropriate to its intended audience and, wherever reasonably practicable, will comply with recognised accessibility standards and good practice.

Student facing information will be written in plain English appropriate to the College's diverse student community. Where an individual requires information in an alternative format or additional support to access published information, the College will seek to make reasonable arrangements to meet those needs.

The College will review its published information regularly to ensure that it remains accessible, accurate and easy to locate, and will continually seek opportunities to improve the accessibility and usability of its public information.

7. Confidentiality and the Limits of Transparency

Transparency is not unlimited. Whilst the College is committed to openness, there are circumstances where information cannot or should not be published because of legal, regulatory, contractual or ethical obligations.

The College will not publish or disclose information where doing so would:

- breach data protection legislation or the privacy rights of individuals;
- disclose commercially confidential or commercially sensitive information;
- prejudice legal proceedings or disclose legally privileged information;
- breach contractual obligations owed to awarding partners, suppliers or other third parties;
- compromise the security or effective operation of the College; or
- otherwise be contrary to applicable law or the legitimate interests of the College or others.

The existence of legitimate restrictions does not diminish the College's commitment to transparency. Rather, the College seeks to balance openness with its responsibilities to protect confidential information and comply with applicable legal and regulatory requirements.

The College will not treat information relating to institutional performance, governance decisions or policy development as confidential solely because publication may be inconvenient or unfavourable.

Transparency supports accountability, continuous improvement and public confidence in the College's governance.

8. Requests for Information

The College recognises that individuals may wish to request information that has not been proactively published.

Requests for information will be managed fairly, consistently and in accordance with the College's legal obligations and published procedures.

Operational arrangements for receiving, considering and responding to requests for information are set out within the College's Freedom of Information Procedure.

Requests by individuals seeking access to their own personal data are managed separately through the College's Subject Access Request arrangements in accordance with the UK General Data Protection Regulation and the Data Protection Act 2018.

The College will seek, wherever appropriate, to make information available proactively in order to support transparency and reduce the need for individual information requests.

The publication of information in accordance with this Policy does not prevent the College from responding to reasonable requests for additional information where disclosure is appropriate.

9. Governance Oversight and Responsibilities

The Principal has overall responsibility for ensuring that appropriate governance arrangements are in place to support the implementation of this Policy and that the College continues to meet its legal, regulatory and institutional obligations relating to transparency and public information.

The Registrar is responsible for the operational oversight of the College's published information, ensuring that information is reviewed appropriately, remains accurate and reflects current College policies, procedures and practices. The Registrar will work with document owners and other responsible officers to ensure that published information is maintained consistently across all publication channels.

Document Owners are responsible for ensuring that information within their area of responsibility remains accurate, current and suitable for publication. Where changes are made to approved governance documents, programme information or other published materials, the relevant Document Owner must ensure that corresponding public information is reviewed and updated as necessary.

The Board of Governors provides oversight of the College's transparency arrangements by receiving assurance that appropriate systems are in place to support the publication of accurate, reliable and accessible information. The Board will satisfy itself that the College's transparency arrangements continue to support effective governance, regulatory compliance and public accountability.

All members of staff are responsible for ensuring that information they prepare or submit for publication is accurate, up to date and approved through the appropriate governance arrangements.

Transparency forms part of the College's wider governance framework and contributes to the confidence of students, applicants, regulators, awarding partners and the wider public in the integrity of the College's published information.

10. Monitoring, Review and Continuous Improvement

The Registrar is responsible for monitoring the implementation and effectiveness of this Policy and for ensuring that it remains aligned with changes to legislation, regulatory requirements, sector guidance and institutional practice.

Monitoring will include consideration of:

- the accuracy and currency of published information;
- compliance with consumer protection requirements;
- accessibility of published information;
- feedback from students, applicants, staff and other stakeholders;
- regulatory developments affecting transparency and public information; and
- any issues identified through internal assurance or external review.
- consistency between different publication channels.

Where monitoring identifies opportunities for improvement, appropriate action will be taken to update published information, strengthen governance arrangements or revise associated procedures.

This Policy will normally be reviewed annually, or earlier where required to reflect changes in legislation, Office for Students requirements, Competition and Markets Authority guidance, accessibility standards, awarding partner requirements or institutional need.

Any amendments to this Policy will be approved through the College's established governance arrangements before implementation.

11. Equality Impact Assessment

An Equality Impact Assessment (EIA) has been completed for this Policy.

The College recognises that transparency and access to information should support equality of opportunity by ensuring that information is available in a manner that is fair, accessible and inclusive. The publication of accurate, understandable and accessible information enables prospective students, current students and other stakeholders to make informed decisions and engage effectively with the College.

The Equality Impact Assessment concluded that this Policy is expected to have a positive impact by promoting openness, improving access to information and supporting inclusive communication. No adverse impacts requiring mitigation were identified at the time of approval.

The equality impacts of this Policy will continue to be monitored through its implementation and as part of each scheduled policy review. Where necessary, the Equality Impact Assessment will be reviewed and updated to reflect changes in legislation, regulatory requirements or institutional practice.