

LAINE

THEATRE ARTS

Policies

Public Information Policy

PUBLIC INFORMATION POLICY

1. SCOPE OF THE POLICY

This policy sets out the Laine Theatre Arts 'approach to ensuring that the full range of public information it publishes is complete, accurate and clear and published to stakeholders in a timely manner.

2. POLICY OBJECTIVES

This policy ensures compliance with:

- The Consumer Rights Act 2015 with regard to the clear, accurate and timely provision of information to potential students so that they can make an informed decision before they apply.
- The Office for Students 'condition of registration C1, that a provider must demonstrate that in developing and implementing its policies and procedures, it has given due regard to relevant guidance about how to comply with consumer protection law.
- The requirements of Laine Theatre Art's awarding partners regarding the provision and approval of public information on the courses it offers leading to their awards.

3. KEY PRINCIPLES

Laine Theatre Arts will:

- Publish information that is accessible, accurate, clear, and timely.
- Provide accurate information on student achievement and related key performance indicators.

- Ensure that applicants can make informed decisions and are fully aware of what is expected of them by publishing information on:
 - The course content and structure.
 - The total cost of the course including tuition fees and any additional costs associated with the course such as field trips, equipment or studio fees.
 - The terms and conditions including any rules and regulations that students are bound by.
- Before, or at the latest when, offering a place to a student, inform them of any changes since they applied and give ‘pre-contract information ’which includes course information and costs, information on complaints handling, and any cancellation rights.
- Ensure that students can make the most of the learning opportunities provided by Laine Theatre Arts.

4. RESPONSIBILITY FOR IMPLEMENTING THE POLICY

Overall responsibility for the development, approval, review and monitoring of the policy rests with the Senior Management Committee.

Laine Theatre Arts' academic and central services departments are responsible for the implementation of this policy under the leadership of the relevant Senior Manager.

The ultimate responsibility for ensuring the accuracy of public information lies with the department that authors or produces the information and is overseen by the relevant senior manager as follows:

Laine Theatre Arts has its own formal mechanism for the approval of public information and changes to existing public information. Each department originating public information will follow a three-stage process for approval before publication as laid out below:

- i. Draft information circulated to key stakeholders for consideration and comment.
- ii. Agreed information approved by the relevant committee or Senior Manager.
- iii. Approved version sent to awarding body, or regulatory body for approval (if required).

Much of the public information published by Laine Theatre Arts is reviewed and re-approved on an annual cycle with information such as academic policies and regulations being reviewed periodically by the appropriate committee. Where information is approved by a committee, the secretary to the committee will liaise with the relevant Senior Manager as set out above to advise them that the information has been approved for publication.

Each department will maintain a record of approved current public information for which it is responsible and archiving of previous information where this is required.

DOCUMENT CONTROL

Version:	1
Approved by:	Senior Management Committee
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