



QUALITY ASSURANCE DOCUMENT QA 91 – PROCEDURE FOR THE PRODUCTION, AMENDMENT AND PUBLICATION OF STUDENT AND PROGRAMME HANDBOOKS

Introduction

1. This procedure outlines the process for producing, updating, and publishing student and programme handbooks.
2. The Quality Team is responsible for maintaining an accurate and up to date record of student and programme handbooks and for ensuring that the correct versions are published.

Student Handbooks

3. Student Handbooks contain general information about the student experience and the university and its regulations, including useful contacts, learning support, staff and student obligations and information around study and assessment. The aim of the Student Handbook is to ensure students understand the key expectations of the student and the University.
4. They are designed to be applicable to a wide group of students (for example, all Distance Learning students) except in cases where more specific information is necessary (for example, students at specific study centres, degree apprenticeship programmes).
5. Student handbooks should make students aware of key policies relevant to students, and direct them to where they can find the policy; this is normally on the University website, policies should not be replicated within the handbook and links to definitive versions should be included where applicable to ensure version control is maintained.
6. The table below sets out detail of the departments responsible for the accuracy of information within each section of the handbook. It is their responsibility to ensure the accuracy of the relevant section and update the information contained therein as appropriate.
7. A full review of Student Handbooks will take place each academic year and this will be managed by the Quality Team. Amendments outside of the usual updating cycle may arise exceptionally, for example where staff contact details have changed. In such cases, the department responsible should notify the Quality Team and provide detail of the information to be updated.
8. The final version of the student handbook will be presented annually to the Student Experience Committee for final approval.
9. Once approved, the Quality Team are responsible for ensuring Student Handbooks are published on iLearn.

Student Handbook Ownership

Section	Department(s) Responsible
Introduction	Student Experience, Academic
Useful Links	Quality, Student Experience, Library Services
Staff/Student Obligations	Quality, Academic, Student Experience
Programme Information	Quality, Registry, Academic
Study and Assessment	Academic, Quality, Registry, Student Experience
Studying at Arden	Student Experience
Our Study Centre	Student Experience
Useful contacts	Student Experience, Library Services, Academic
Useful Links	Student Experience, Library Services, Academic
Key Sources of Support	Student Experience, Library Services, Academic
Learning support	Student Experience, Academic, Library
After your Studies	Academic

Programme Handbooks

10. The Programme Handbook contains programme specific information and as a minimum will include:

- Introduction from the Dean, Head of School or Programme Team Leader
- Programme overview, aims and learning outcomes
- Programme structure
- Details of the modules that make up the programme
- Information relating to any PSRB accreditation the programme has
- Any exceptions to the Regulatory Framework as agreed at validation (e.g. where there are specific PSRB requirements)
- Information regarding assessment (including formative assessment opportunities)
- Information about optional modules (where applicable)

- Postgraduate opportunities (where available)
 - Student prizes (where applicable)
 - School based student societies (where applicable)
 - Programme Evaluation (module surveys, AMR, periodic review, role of the External Examiner)
 - Links to Student Handbook
 - Links to the approved Programme Specification and Module Descriptors
11. Information within the programme handbook should not duplicate the sections of the Student Handbook, however it may be appropriate to contextualise this information for the programme.
 12. Programme Handbooks will be approved at validation, and it is the responsibility of the Programme Team Leader to ensure the ongoing accuracy of the information.
 13. Programme Handbooks should be reviewed annually. Amendments outside of the usual updating cycle may come about from changes to PSRB accreditation or changes to modules because of approved modifications.
 14. Once approved, the Quality Team are responsible for ensuring the updated Programme Handbooks are made available on iLearn, iQuality, in offer packs, and on the website.

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Policy Contact:	Joanne Walker, Head of Quality (jwalker@arden.ac.uk)
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