

9 PUBLIC INFORMATION AND COMMUNICATION

Public information refers to the information that providers communicate and publish about their activities, including their education and training programmes, research and related services; about the provider and their quality assurance policies and procedures; and about evaluation and findings from quality assurance evaluations.

9.1 Public information

There are policies and procedures that ensure the information published is clear, accurate, objective, up to date and easily accessible. Information published in respect of programmes of education and training complies with the spirit and requirements of the 2012 Act, including the requirements specified on preparing and reporting on quality assurance procedures; publishing quality assurance procedures; information relating to accreditation/validation of programmes and (in particular) programmes that are non-accredited or do not lead to awards; the completion of programmes and attainment of standards; procedures for access, transfer and progression; the International Education Mark; information for enrolled learners; the register of providers and the database of awards and programmes maintained by QQI.

9.2 Learner information

All relevant programme and award information is made available to prospective and current learners, including the following:

- whether or not a programme leads to an award
- the name of the awarding body
- the title of the award; whether the award is recognised in the National Framework of Qualifications (NFQ) and if so, the award type and NFQ level
- whether the programme is subject to procedures for access, transfer and progression and if so what these are
- details of the Protection of Enrolled Learner (PEL) arrangements in place, should PEL be a requirement

The accuracy of such information is maintained. Information for prospective learners is honest, transparent and facilitates comparison.

9.3 Publication of quality assurance evaluation reports

Key, formal, provider-owned, quality evaluations result in the production of a written report and, where appropriate, a quality improvement plan. Key findings are published in an easily accessible format and location on the provider's website as soon as practicable after the evaluation event and in an accessible manner.