



QUALITY ASSURANCE DOCUMENT QA 2 – PROCEDURE FOR THE PRODUCTION, PUBLICATION AND AMENDMENT OF STUDENT HANDBOOKS – Version 4.1, October 2017

PROCESS

1. At the time of programme validation or major programme review Student Handbooks will be produced using the standard template given in Annex 1.
2. Once approved, the responsibility for the ongoing maintenance, accuracy and completeness of student handbooks rests with the Quality Manager.
3. Changes to handbooks should be communicated to the Quality Manager via the following mechanisms:
 - Ad hoc feedback from students (channelled via email by the Student Support teams or by tutors);
 - Formal feedback from students (channelled via email by the Student Support teams or by tutors);
 - Informal feedback from staff (channelled via email by the Student Support teams or by tutors);
 - Minutes/actions of course committee meetings;
 - Formal changes to regulations agreed at the appropriate board/committee.
4. Minor typographical errors will be updated immediately on the live document on ilearn.
5. Urgent changes or errors of substance will be updated immediately on the live document on ilearn and an email notification highlighting the changes will be sent to all staff and students affected by the change/correction.
6. All other changes will be undertaken on a quarterly cycle such that revised versions (if applicable) are issued in time for each new intake. These changes will be undertaken on a draft version which is not published until sign-off has been obtained from the Quality Manager.
7. When making changes the Quality Manager will ensure that version numbers are updated. The version published on ilearn is always the definitive version.

RESPONSIBILITIES

- **Updates to handbooks:** Quality Co-ordinator(s)
- **Sign-off of handbooks:** Quality Manager
- **Definitive/live version stored/published:** On ilearn programme pages by the Student Support Co-ordinator