



Published Information Policy (HE)

Version	1
Owner	Quality and Standards Committee
Approving body	Board of Directors
Date approved	10 June 2026
Effective from	1 July 2026
Review frequency	One year
Review date	1 July 2027

See Appendix A for version history

Published Information Policy (HE)

1. Purpose

- 1.1. The purpose of this Policy is to support the accuracy, clarity, consistency and appropriate management of information published by Boomsatsuma Education Ltd ('Boomsatsuma') in relation to its higher education provision.
- 1.2. Published information forms part of the applicant and student experience and may influence decisions relating to applications, enrolment, continuation and engagement with higher education provision and services. Boomsatsuma therefore recognises the importance of ensuring that published information is appropriately reviewed, approved and maintained.
- 1.3. This Policy supports Boomsatsuma's arrangements relating to consumer protection, student protection, information governance and regulatory compliance, including relevant requirements and expectations arising from consumer protection law, Competition and Markets Authority (CMA) guidance, and the Office for Students Prohibited Behaviours List [\[Link\]](#).

2. Scope

- 2.1. This Policy applies to information published or otherwise made publicly available in relation to Boomsatsuma's higher education provision. This includes information published through:
 - The Boomsatsuma website
 - Prospectuses
 - Other printed recruitment and promotional materials
 - Policies, procedures and institutional statements
 - Digital publications and downloadable documents
 - Applicant and student communications
 - Social media and digital marketing channels.

- 2.2. This Policy applies to staff involved in drafting, reviewing, approving, publishing or maintaining published information.

3. Definitions

- 3.1. For the purposes of this Policy, the definitions below apply.
- 3.2. 'Published information' means information made publicly available by Boomsatsuma in relation to its higher education provision, including information published digitally, in print or through other public communication channels.
- 3.3. An 'information owner' is the member of staff with responsibility for ensuring that published information within their area is accurate, current, appropriately approved and periodically reviewed.
- 3.4. 'Material information' means information that may influence an applicant's or student's decisions, expectations, contractual understanding or experience of higher education provision, including information applicants and students may rely upon when applying for, accepting or continuing on a course. Material information includes:
- Course or award title
 - Entry requirements and criteria
 - Length of course
 - Validation arrangements
 - Overall balance of how a course is taught (e.g. taught hours, independent study)
 - Location of delivery
 - Overall balance of assessment methods, including examinations, coursework and practical assessments
 - The module diet for a course, including core and optional modules (where applicable)
 - Course costs, including tuition fees and other mandatory additional costs.

4. Principles

- 4.1. Boomsatsuma will take steps to ensure that published information is accurate, clear, current and not misleading.
- 4.2. Published information should accurately reflect Boomsatsuma's courses, services, facilities, partnerships, policies and procedures, and institutional arrangements. Information intended for applicants and students should be written in language appropriate to its audience and should support informed decision-making.
- 4.3. Where information is subject to change, this should be made clear where appropriate. Published information should also remain reasonably consistent across different publication channels.
- 4.4. Review, approval and oversight arrangements for published information should be proportionate to the significance of the information and its potential impact on applicants and students.

5. Roles and Responsibilities

- 5.1. The Head of Higher Education is responsible for oversight of course and programme information, module information, teaching, learning and assessment information, and awarding, validation and accreditation information. The Head of Higher Education is also responsible for advising on whether proposed changes to material information should be considered through institutional governance processes before publication.
- 5.2. The Admissions and HE Administrator is responsible for oversight of admissions information, entry requirements, applicant-facing admissions processes and guidance, tuition fees and mandatory additional costs, and applicant and enrolment communications.

- 5.3. Heads of Programme are responsible for oversight of student-facing information, guidance and communications within their area of responsibility. This includes supporting appropriate oversight arrangements to ensure that material information communicated through course-level or teaching-related documentation remains accurate, consistent with approved institutional arrangements, and aligned with published information.
- 5.4. Policy owners are responsible for ensuring that institutional policies, procedures and public statements within their area are accurate, current, appropriately approved and periodically reviewed.
- 5.5. Relevant institutional committees are responsible for oversight and approval of information within their remit where appropriate. This includes the Academic Board, Quality and Standards Committee, Student Engagement and Experience Committee, and Access and Participation Committee.
- 5.6. The Head of Marketing is responsible for ensuring that promotional materials, prospectuses, recruitment publications, news stories, social media content and other public-facing communications are based on approved source information and are accurate, clear and not misleading.
- 5.7. Kingston University London, as the awarding body for Boomsatsuma higher education provision, is responsible for the ownership, publication and maintenance of its academic regulations and assessment regulations where these apply to Boomsatsuma's higher education provision.
- 5.8. Staff authorised to publish information on institutional websites and official digital platforms (including social media) are responsible for ensuring that published information reflects approved source information and complies with this Policy. Staff undertaking such responsibilities will receive appropriate training and guidance relevant to their role.
- 5.9. All staff have a responsibility to raise concerns where published information appears inaccurate, misleading or materially out of date.

6. Approval, Review and Publication

- 6.1. Published information must be subject to proportionate review and approval before publication. The level of review required should reflect the nature of the information, its intended audience, and the potential impact of any inaccuracy or omission.
- 6.2. Information owners are responsible for confirming that information within their area is accurate, current, consistent with approved institutional arrangements, and suitable for publication.
- 6.3. Where proposed changes affect material information, it may be necessary to seek approval through the appropriate oversight or committee process before publication. Information owners should seek advice from the Head of Higher Education where this may be the case.
- 6.4. Marketing, recruitment and digital communications content should normally be based on approved source information. Staff responsible for publication should not make changes to material information without confirmation from the relevant information owner.
- 6.5. Boomsatsuma will maintain appropriate controls over access to institutional websites and official digital platforms. Staff authorised to publish or approve information will receive appropriate training and guidance relevant to their role and responsibilities under this Policy.
- 6.6. Where published information is identified as inaccurate, unclear, inconsistent, out of date or potentially misleading, Boomsatsuma will take reasonable steps to review the issue and correct, clarify, withdraw or replace the information within an appropriate timeframe. Where the issue may have affected applicants or students, Boomsatsuma will consider whether direct communication or further action is required.

7. Marketing and Public Communications

- 7.1. Boomsatsuma will take reasonable steps to ensure that promotional materials, advertising, digital content and public statements:
- Accurately reflect current institutional arrangements
 - Do not create misleading impressions regarding courses, services or opportunities
 - Do not imply approval, endorsement, validation or regulatory status that has not been formally granted
 - Do not contain materially misleading claims or omissions.
- 7.2. Testimonials, reviews and endorsements should reflect genuine experience and should not be presented in a misleading manner.
- 7.3. Boomsatsuma will take reasonable steps to ensure that information communicated by third parties reflects approved institutional information and arrangements.

8. Accessibility and Version Control

- 8.1. Published information should be made available through appropriate institutional and sector-recognised channels, including the Boomsatsuma website and UCAS where applicable. Steps will be taken to ensure that information published across different channels remains clear, consistent and aligned with approved source information.
- 8.2. Formal institutional documents, including policies, procedures and public institutional statements, must include appropriate ownership, approval and review information. Superseded versions should be managed appropriately, including ensuring that the relevant version remains identifiable and available where different versions apply to particular cohorts, periods of study or individual cases (e.g. complaints or appeals).

9. Recording and Monitoring

- 9.1. Where appropriate, Boomsatsuma will maintain records relating to material inaccuracies, notable corrections and complaints associated with published information where this is considered necessary to support quality assurance, consumer protection, risk management or continuous improvement.
- 9.2. Records may include details relating to:
- The nature of the issue identified
 - The information affected
 - Actions taken to review, correct or remove the information
 - Any communication issued to applicants or students where appropriate
 - The outcome of any review undertaken.
- 9.3. Summary information relating to significant issues or recurring themes may be reviewed periodically by the Quality and Standards Committee to support improvements to published information, institutional practice and student-facing communications.

10. Review

- 10.1. This Policy will be reviewed periodically by the Quality and Standards Committee to ensure it remains aligned with relevant legislation, regulatory expectations, and provider practice.

Appendix A – Version History

Version	Date	Changes
1	10 June 2026	New draft