



FREEDOM OF INFORMATION POLICY

For completion by The Executive

Strategic Theme (7Ps)	Purpose	X	Place		People		Prosper	
	Partnership		Potential		Planet			
Policy/Document Reference No.	MIS03							
Category	MIS							
Owner (job title)	Data Protection Officer							
Issue Date	August 2026							
Review Date	September 2029							
Postholder Responsible for Review (job title)	Vice Principal – Finance and Corporate							
Authorised By: (ELT/Corporation)	Corporation (July 2026)							
Communicated via/Location: (Policy Acceptance software/website/portal etc)	Portal / Website							

For completion by The Author

Version control	July 2026 – Triannual update – VP – Finance and Corporate, amends/additions to the following sections • FOI Charging Policy • Request for Internal Review • Public Interest Test
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1. Purpose

To ensure that the College complies with the Freedom of Information Act 2000.

2. Scope

This policy applies to:

- Staff
- External parties

3. Policy Statement

Heart of Worcestershire College is committed to making as much Information about College activities as possible generally available to the public either through published documents (including those published on the College website), or on request.

4. Definitions

- The Information Commissioner's Office (ICO) is the UK's independent regulator for information rights, responsible for upholding data protection, privacy, and freedom of information laws in the public interest. Its role is to promote openness by public bodies and to protect individuals' personal data. The ICO provides guidance to organisations and individuals, investigates complaints, and can take enforcement action where the law has been breached.
- Freedom of Information (FOI) is the legal right of the public to access recorded information held by public authorities. In the UK, this right is established by the Freedom of Information Act 2000, which enables anyone to request information in order to promote openness, transparency and accountability in public bodies. Public authorities are required either to disclose the information requested or to explain why it is lawfully exempt.

5. Roles and Responsibilities

Governing Body

Is responsible for:

Providing strategic oversight of the College's compliance with the Freedom of Information Act 2000.
Approving the Freedom of Information Policy and ensuring it is reviewed regularly.

Receiving assurance reports (as appropriate) on Freedom of Information performance, significant issues, or ICO correspondence.

The Governing Body retains ultimate accountability for ensuring that the College meets its statutory duties under Freedom of Information legislation.

Principal and Senior Leaders

The Principal, supported by the Senior Leadership Team, is responsible for:

Overall operational accountability for compliance with the Freedom of Information Act. Ensuring the College

Has effective systems, processes and controls for managing information and responding to FOI requests.

Meets statutory timescales for responding to requests.

Promoting a culture of openness and transparency, consistent with safeguarding, confidentiality and data protection requirements.

Data Protection Officer

The Data Protection Officer is responsible for:

Providing specialist advice and guidance on the interaction between Freedom of Information and data protection legislation. Advising Senior Leaders and supporting the College in operational aspects of the policy.

The DPO acts independently and without conflict of interest, in line with statutory requirements.

6. Procedures

Freedom of Information Act 2000: Publication Scheme

Adopting a publication scheme is a requirement of Section 19 of the Freedom of Information Act 2000. This policy has been revised to meet the requirements of the document published by the government in July 2018 entitled "The Freedom of Information Code of Practice", together with advice published by the Information Commissioners Office (ICO). The purpose of the Act is to promote greater openness by public authorities, which include further education colleges. Heart of Worcestershire College has adopted the Model Publication Scheme produced by the Information Commissioner's Office for the Further Education sector. The Scheme provides a description of the "classes" or types of information that the Information Commissioner expects colleges of further education to make available. The Model Publication Scheme is attached as Appendix 1 to this policy document. In addition to the model scheme organisations are obliged to produce a Guide to the specific information held under each of the classes of information identified in the scheme: this guide is attached as Appendix 2 to this policy document.

How to access information

Heart of Worcestershire College will make available information it holds whether or not listed in the Guide to the Publication Scheme unless identified as not available under one of the exemptions provided for by the legislation. Any documents routinely available to the public are noted in the Guide in the descriptions of the different classes of information. Some documents covered by the scheme are published in electronic format via the college's website at www.howcollege.ac.uk or other websites as indicated. Other documents are only available in hard copy and will be provided on request. Section 8 of the act states that all requests must be made in writing (hard copy or electronic), the applicant must provide their name (not a pseudonym) and a correspondence address (electronic or postal), and the request must adequately describe the information sought. A response to a valid request will be made as soon as possible within the 20 working days response period, providing further clarification is not required, and no fees are expected. A Freedom of Information Request Form is attached to this policy as appendix 3

Charging Policy

Printed information on courses and services offered by the college is available free of charge, as are packs issued to people responding to notices of job vacancies. If requested, the College will produce publications and documents in other formats where it is reasonably practical to do so. For items not routinely available on request free of charge, or for items in other requested formats which incur additional cost, the College will usually make a charge. No charge will be made for routine requests where the data can be returned by standard electronic files such as pdf, MS Word or MS Excel. For paper copies, the charge will normally comprise of the cost of photocopying or scanning (current photocopying charges and scanning charges are each 5p plus VAT per page) or the direct cost of putting the information into other

requested formats, plus postage if applicable. If the information requested by the applicant incurs a charge or a fee; charges will be advised in advance and payment will be required before the information is released. In certain circumstances the college may waive the fee at its absolute discretion.

Contact and Complaints

The contact for requests for documents, questions, comments or complaints about this policy or the publication scheme is:

Michelle Dowse
Principal & Chief Executive
Heart of Worcestershire College
Peakman Campus
Peakman Street
Redditch
B98 8DW

Tel 01905 743521

Email dataprotection@howcollege.ac.uk

It is helpful if the form supplied in Appendix 3 is completed.

Request for Internal Review

If a requester does not accept a Freedom of Information response, a request for an internal review can be submitted using the specified Request for Internal Review (Appendix 4) within 40 working days. Once completed please submit the form to dataprotection@howcollege.ac.uk

The Vice Principal – Finance and Corporate, may then arrange a review and a final decision will be made.

The Vice or Assistant Principal will aim to send the outcome of the review to the complainant in writing within either 20 working days of the internal review request being received , or 40 working days where the College reasonably believes that due to the complexity and volume of the information requested it is not possible to comply with the request within the earlier period or to make a decision as to whether to refuse to do so.

If the complainant remains dissatisfied having exhausted this procedure, they can then escalate their complaint to the Information Commissioner's Office (ICO). Contact details for the ICO can be found on their website: [Information Commissioner's Office](https://www.ico.org.uk).

Exemptions

This is a summary of reasons by which the College might refuse a request. A full list of reasons together with further details of each is available on the ICO website at www.ico.org.uk.

Cost

The cost limit for complying with a request or a linked series of requests from the same person or group is set at £450. We will refuse a request if we estimate the cost to exceed this amount, charged at staff costs of £25 per hour plus other disbursements.

If complying with a request would cost more than £450, we can refuse it outright or do the work for an extra charge.

We would not do this work without getting written agreement from the requester that they will pay the extra costs. We would also give the requester the option of refining their request rather than paying extra.

Vexatious Requests

We can refuse to comply with a request that is vexatious. If so, we do not have to comply with any part of it or even confirm or deny whether we hold information. When assessing whether a request is vexatious, the Act permits us to take into account the context and history of a request, including the identity of the requester and our previous contact with them.

Repeated Requests

We can refuse requests if they are repeated, whether or not they are also vexatious. We would not refuse a request as repeated once a reasonable period has passed.

Other Exemptions

There are a number of reasons why we can legally refuse a request. The full list is available at: [Information Commissioner's Office](#)

The most relevant are listed here.

Section 21 - Information already reasonably accessible

This exemption applies if the information requested is already accessible to the requester, e.g. it is available in the local library.

Section 22 – information intended for future publication

This exemption applies if, when we receive a request for information, we are preparing the material and definitely intend to publish it and it is reasonable not to disclose it until then.

Section 38 – endangering health and safety

We can apply the section 38 exemption if complying with the request would or would be likely to endanger anyone's physical or mental health or safety.

Section 40(1) – personal information of the requester

We would treat any request made by an individual for their own personal data as a subject access request under the Data Protection Act 2018. We would apply this to any part of the request that is for the requester's own personal data.

Section 40(2) – data protection

This exemption covers the personal data of third parties (anyone other than the requester) where complying with the request would breach any of the principles in the Data Protection Act.

Section 41 – confidentiality

This exemption applies if the following two conditions are satisfied:

- we received the information from someone else; and
- complying with the request would be a breach of confidence that is actionable (further information about what is meant by actionable is provided in our detailed guidance below).

Section 43 – trade secrets and prejudice to commercial interests

This exemption covers two situations:

- when information constitutes a trade secret or
- when complying with the request would prejudice or would be likely to prejudice someone's commercial interests.

Section 44 – prohibitions on disclosure

We would apply this exemption if complying with a request for information:

- is not allowed under law;
- would be contrary to an obligation under EU law; or
- would constitute contempt of court.

Refusal Notice

We would refuse requests in writing within 20 working days (or the standard time for compliance) of receiving it.

In the refusal notice we would:

- explain what provision of the Act we are relying on to refuse the request and why;
- explain the requester's right to complain to the ICO, including contact details for this.

The Public Interest Test

Where the exemption we apply is qualified, we will do a public interest test. We may disclose information even where an exemption is applicable, where it is in the public interest to do so.

Request for Extra Time

In certain cases, we would claim extra time to comply with the request. The extra time claimed would be no more than 20 extra working days.

7. Monitoring and Review

- Number of FOI requests will be reported to ELT at the relevant themed meeting
- Activity during the year will be reported to Coporation annually through the GDPR annual report.

8. Legal and Regulatory Framework

- Freedom of Information Act 2000
- Data Protection Act 2018

9. Equality Impact Assessment Statement

The Equality Act 2010 does not require public authorities to carry out EIAs by law. The College does however, carefully consider the impact, when creating or amending its policies, on all concerned parties regarding Equality, Diversity and Inclusion and records this at ELT meetings in order to demonstrate compliance with Public Sector Equality Duty (PSED).

10. Related Policies and Documents

- Data Protection Policy (UK GDPR)

11. Appendices

- Appendix 1 – Heart of Worcestershire College Publication Scheme
- Appendix 2 – Guide to documents available under the Publication Scheme
- Appendix 3 – Heart of Worcestershire College Freedom of Information Act 2000 Information Access Request Form
- Appendix 4 – Freedom of Information – Request for Internal Review

APPENDIX 1:

HEART OF WORCESTERSHIRE COLLEGE PUBLICATION SCHEME

MAIN CLASSES OF INFORMATION

1. Who we are and what we do
2. What we spend and how we spend it
3. What our priorities are and are we meeting our targets
4. How we make decisions
5. Our policies and procedures
6. Lists and registers
7. The services we offer

Model Publication Scheme for Further Education Colleges (Information Commissioner's Office October 2013)

Descriptions of the 7 Main Information Classes & Sub-Classes

1. Who we are and what we do Current information on the College, structures, locations and contacts		
1.1	Legal Framework	Information relating to the legal and corporate status of the institution
1.2	How the institution is organised	Information about the management structure of the institution, including a description of the Statutory Bodies and the organisational structure together with a description of the work of each unit and the names and responsibilities of key personnel. It is also expected that terms of reference, membership and description of all boards and committees would be provided under this heading. It should include department structures and identify senior personnel.
1.3	Gender Pay Gap Reporting	Information to be published annually when an organisations head count exceeds 250
1.4	Lists of and information relating to organisations it works in partnership with and any companies wholly owned by it	On the basis that most of these bodies will be responsible for their own affairs, it is expected that this information need be only sufficient for the purposes of identifying the relationship between these bodies (such as business, the professions and the community) and the college.
1.5	Location and contact details	If possible, named contacts should be given in addition to contact phone numbers and email addresses.
1.6	Student activities	Information relating to the operation and activities of the Student Union and other clubs, associations and non-academic activities that are organised for or by the students can also be included where this information is held by the college.
2. What we spend and how we spend it Financial information relating to projected and actual income and expenditure, procurement, contracts and financial audit. It is expected as a minimum that financial information for the current and previous two financial years should be available.		
2.1	Funding/ income	Information on the sources of funding and income, such as funding grants, tuition fees, endowment and investment income (including investment strategy).

2.2	Budgetary and account information	Annual statement of accounts and other information to allow the public to see where money is being spent, where it is or has been planned to spend it and the difference between one and another. It is expected that revenue budgets and budgets for capital expenditure will be included.
2.3	Financial audit reports	
2.4	Capital programme	Information on major plans for capital expenditure including any public private partnership contracts.
2.5	Financial regulations and procedures	
2.6	Staff pay and grading structures	This may be provided as part of the organisational structure and should indicate, for most posts, levels of pay rather than individual salaries.
2.7	Register of suppliers	
2.8	Procurement and tender procedures and reports	Details of procedures used for the acquisition of goods and services. Contracts currently available for public tender and reports of successful tenders.
2.9	Contracts	It is expected normally that it should be necessary only to publish details of contracts that are of sufficient size to have gone through a formal tendering process.
2.10	TU facility time reporting	
3. What our priorities are and are we meeting our targets Strategies and plans, performance indicators, audits, inspections and reviews. It is expected that information in this class will be available at least for the current and previous three years. Below is a list of the type of information that It is expected that colleges of further education will have readily available for publication. Any other reports or recorded information demonstrating the college's planned or actual performance should normally be included.		
Sub classes		Explanatory Notes
3.1	Annual Report	
3.2	Corporate and Business Plans	
3.3	Teaching & Learning Strategy	
3.4	Academic Quality & Standards	Information on the college's internal procedures for assuring academic quality and standards and qualitative data on the quality and standards of learning and teaching.
3.5	External Review Information	This will include information such as the annual monitoring and review process together with a statement of roles, responsibilities and authority of different bodies within the institution involved in programme approval and review.
3.6	Corporate Relations	Information relating to the college's links with employers and the development of learning programmes.
3.7	Government & Regulatory Reports	For example accreditation and monitoring reports by professional, statutory or regulatory bodies and information that an institution is legally obliged to make available to its funding and/or monitoring bodies.
4. How we make decisions Decision making processes and records of decisions. It is expected that information in this class will be available at least for the current and previous three years.		
Sub classes		Explanatory Notes

4.1	Minutes from governing body, council, academic boards and steering groups	It is expected that minutes of meetings where key decisions are made about the operation of the college, excluding material that is properly considered to be private, will be readily available to the public.
4.2	Teaching and learning committee minutes	
4.3	Minutes of staff / student consultation meetings	
4.4	Appointment committees and procedures	
5. Our policies and procedures Current written protocols, policies and procedures for delivering our services and responsibilities. It is expected that information in this class will be current information only.		
5.1	Policies and procedures for conducting college business	Codes of practice, memoranda of understanding, procedural rules, standing orders and similar information should be included. Procedures for handling requests for information should be included
5.2	Procedures and policies relating to academic services	Some of these policies may already be covered in class 2 'What our priorities are and how we are doing' in the context of external review and academic quality and standards. Additional policies under this heading may include such matters as policies and procedures relating to changing course, regulations and policy on student assessment, appeal procedures and policy on breach of assessment regulations.
5.3	Procedures and policies relating to student services	This will include relevant policies and procedures as they apply, for example, to student admission and registration, accommodation, management of the student records system, the assessment of external qualifications, internal student complaints and appeals, and code of student discipline.
5.4	Procedures and policies relating to human resources	This will include the full range of human resources policies and procedures such as generic terms and conditions of employment, collective bargaining and consultation with trade unions, grievance, disciplinary, harassment and bullying, public interest disclosure, staff development (such as induction, probation, appraisal, promotions).
5.5	Procedures and policies relating to recruitment	If vacancies are advertised as part of recruitment policies, details of current vacancies will be readily available.
5.6	Code of Conduct for members of governing bodies	
5.7	Equality and Diversity	This will also include policies, statements, procedures and guidelines relating to equal opportunities.
5.8	Health and Safety	
5.9	Estate management	This will include disposals policy, estates strategy and plan, facilities management policies, grounds and building maintenance.
5.10	Complaints policies and procedures	Complaints procedures will include those covering requests for information and operating the publication scheme.
5.11	Records management and personal data policies	This will include information security policies, records retention and archive policies, and data protection (including data sharing) policies.

5.12	Charging regimes and policies	Details of any statutory charging regimes should be provided. Charging policies should include charges made for information routinely published and clearly state what costs are to be recovered together with the basis on which they are made and how they are calculated.
6. Lists and Registers It is expected that this information will be contained only in currently maintained lists and registers.		
Sub classes		Explanatory Notes
6.1	Any information we are currently legally required to hold in publicly available registers	
6.2	Asset registers	It is not expected that colleges will publish all details from all asset registers. It is expected that some information from capital asset registers will be available.
6.3	Disclosure logs	Where a department produces a disclosure log indicating the information that has been provided in response to request it should be readily available. Disclosure logs are themselves recommended as good practice.
7. The services we offer Information about the services we offer, including leaflets, guidance and newsletters. Generally this is an extension of part of the first class of information. While the first class provides information on the roles and responsibilities of the college, this class includes details of the services which are provided by the college as a result of them. It will also relate to information covered in other classes. Examples of other services that could be included are listed below		
Sub classes		Explanatory Notes
7.1	Prospectus and Course content	
7.2	Health Advice	
7.3	Careers Advice	
7.4	Chaplaincy Services	
7.5	Services for which the College is entitled to recover a fee (together with those fees)	
7.6	Sports & recreational facilities	
7.7	Museums, libraries, special collections and archives	It is expected that this will include guides to collections and scope and availability of catalogues.
7.8	Conference facilities	
7.9	Advice and guidance	
7.10	Local campaigns	
7.11	Media releases	

APPENDIX 2:

GUIDE TO DOCUMENTS AVAILABLE UNDER THE PUBLICATION SCHEME

(All requests via the Data Protection Officer- see appendix 3)

This is not an exhaustive list but indicative of the types of document held. If a document you require is not shown in this guide please contact the Freedom of Information Manager. Some information may in some circumstances be exempt from disclosure

Please note that where paper copies of information are requested, the college may charge a fee to cover photocopying and postage costs. Where information is provided by email, a fee will not normally be charged for items in this list

1. Who we are and what we do Current information on the College, structures, locations and contacts			Source/Format
1.1	Legal Framework, Instrument and Articles of Government, Articles of Association	Further and Higher Education Act 1992 Charities Act Learning & Skills Act 2000 Papers relating to the funding and auditing of F.E. Colleges by the Education and Skills Funding Agency (ESFA) Instruments and Article of Governance	www.legislation.gov.uk/ www.gov.uk/government/organisations/education-and-skills-funding-agency www.howcollege.ac.uk
1.2	How the institution is organised	Structure chart of senior posts Detailed organisational structure charts Responsibilities of the Corporation Corporation Committees and structures Governance Matters College Corporation Membership Committee meetings Key Documents Instrument and Articles Arrangements for obtaining student views	On request – electronic or paper www.howcollege.ac.uk
1.3	Gender Pay Gap Reporting	Gender Pay Gap Report	www.howcollege.ac.uk
1.4	Lists of and information relating to organisations it works in partnership with and any companies wholly owned by it	Details of partners with whom we work Details of other organisations with whom we work, e.g. Education and Skills Funding Agency, Office for Students, Awarding Organisations, Local Authorities etc.	www.howcollege.ac.uk On request – electronic or paper
1.5	Location and contact details	Site maps Directions Contact details	www.howcollege.ac.uk
1.6	Student activities	Student Union details and constitution Sports and volunteering Student Union Officers	www.howcollege.ac.uk

2. What we spend and how we spend it Financial information relating to projected and actual income and expenditure, procurement, contracts and financial audit.			
2.1	Funding /income	Annual Budget as approved by corporation Annual Audited Financial Statements	On request – electronic or paper
2.2	Budgetary and account information; expenditure	Annual audited financial statements Annual budget as approved by Corporation Management accounts as reported to Corporation	On request – electronic or paper
2.3	Financial audit reports	Annual financial statements and regularity audit report Annual internal audit report	On request – electronic or paper
2.4	Capital programme	Information on any major plans for capital expenditure (where applicable)	On request – electronic or paper
2.5	Financial regulations and procedures	Financial regulations including procurement policy Fraud policy Value for money policy Partner Management Fee policy	On request – electronic or paper
2.6	Pay Policy, Staff pay and grading structures, allowances and expenses	Academic Pay Scales Business Support Pay Scales Remuneration of senior staff as published in annual accounts Travel and subsistence rates	On request – electronic or paper
2.7	Register of suppliers	Register of college suppliers	On request – electronic or paper
2.8	Procurement and tender procedures and reports	Financial regulations Contracting and tendering procedure	On request – electronic or paper
2.9	Contracts	Annual report on contracts valued over £20,000	On request – electronic or paper
2.10	TU facility time reporting	Reported annually for public-sector organisations that employ more than 49 full-time employees	On request – electronic or paper
3. What our priorities are and how we are doing it Strategies and plans, performance indicators, audits, inspections and reviews. Information in this class will be available at least for the current and previous three years. Below is a list of the type of information that it is expected that colleges of further education will have readily available for publication.			
Sub classes		Explanatory Notes	
3.1	Annual Report, Self-Assessment Report	College Strategic Aims and Annual Objectives College Self-Assessment Report	On request – electronic or paper
3.2	Corporate and Business Plans		
3.3	Teaching & Learning Strategy	Teaching and Learning Assessment Strategy Lessons Observations Procedure and Feedback Tutorial Management Student Support and Supervision Arrangements	On request – electronic or paper

3.4	Academic Quality & Standards	Learner Involvement Strategy Quality Improvement Strategy ILT Strategy Annual Self-Assessment Report Accreditation and monitoring reports by professional, statutory or regulatory bodies Course Portfolio Student Perception Surveys Assessment appeals Course reviews Internal verification External Verifier report action plans	On request – electronic or paper
3.5	External Review Information	List of external reviews	On request – electronic or paper
3.6	Corporate Relations	Marketing Strategy	On request – electronic or paper
3.7	Government & Regulatory Reports	OFSTED Inspection Report	www.howcollege.ac.uk
4. How we make decisions Decision making processes and records of decisions. Information in this class will be available for the current and previous three years.			
Sub classes		Explanatory Notes	
4.1	Minutes, agendas and papers from governing body	Agendas and non-confidential minutes of Corporation, Audit Committee and Governance and Search Committee. Remuneration Committee information is confidential due to Data Protection and Commercial Sensitivity issues. There will be excluded from any item made available any material relating to: (a) a named person employed at or proposed to be employed at, the institution; (b) a named student at, or candidate for admission to, the institution; (c) the Clerk to the Corporation; and (d) any matter which, by reason of its nature, the Corporation is satisfied should be dealt with on a confidential basis.	www.howcollege.ac.uk
4.2	Academic boards, steering groups and committees	Minutes of management boards meetings	On request – electronic or paper
4.3	Minutes of staff, student consultation meetings	Minutes of course representative committees	On request – electronic or paper
4.4	Appointment committees and procedures	Recruitment policy and procedures Appointment procedures for Governors and External Members	On request – electronic or paper
5. Our policies and procedures Current written protocols, policies and procedures for delivering our services and responsibilities			
5.1	Policies and procedures for conducting college business	College Policies Management Procedures	On request – electronic or paper

5.2	Procedures and policies relating to academic services	Student Standards Policy Student Attendance Policy Careers Strategy and Action Plan Learner Involvement Strategy Teaching and Learning Assessment Strategy Examination management Examinations special arrangements Admissions and Enrolment Policy on plagiarism External examination bodies regulations	On request – electronic or paper
5.3	Procedures and policies relating to student services	Student handbook including information on Welfare advice, health services, careers services, sports and recreational facilities and finance Learning development and support Services for students with special needs Opening hours of libraries, study and ICT centres Guide to Library services and library rules Copyright guidelines IT usage – codes of practice	On request – electronic or paper
5.4	Procedures and policies relating to human resources	Acceptable Use Policy Adoption Leave Policy Alcohol and Substance Misuse Policy Capability Procedure Staff training and development policy Disciplinary Policies Employee Wellbeing and Stress Policy Flexible Working Time Policy Fraud Policy Grievance Procedures Maternity Policy Paternity Leave Policy Probationary Procedures Prevention of Harassment and Bullying Policy Redundancy Policies Sickness and Absence Policy Terms and conditions of employment Local recognition and procedural agreement Harassment and Bullying Policy Health and Safety Policy Public interest disclosure Performance development review scheme Investors in people assessment report	On request – electronic or paper
5.5	Procedures and policies relating to recruitment	Recruitment and Selection of Staff Policy	On request – electronic or paper
5.6	Code of Conduct for members of governing bodies	Code of conduct for members of governing body	www.howcollege.ac.uk
5.7	Equality and Diversity policies, Equality Scheme	Equality and Diversity Action Plan Equality and Diversity Annual Report Gender Pay Report	www.howcollege.ac.uk

5.8	Health and Safety	Health and Safety Policy No Smoking Policy Search and Restraint Policy Risk Assessment Procedure Risk Rating Matrix Working at Height Procedure Fire Procedure First Aid Procedure Contractors Safety Handbook and Questionnaire PAT Procedure	On request – electronic or paper
5.9	Estate management	Environment Policy Property strategy and plan Tendering policies Disposal policy	On request – electronic or paper
5.10	Complaints policies and procedures	FE Complaints Procedure HE Complaints Procedure Staff complaints procedure Complaints against the governing body Complaints about the freedom of information procedure (Publication scheme)	www.howcollege.ac.uk On request – electronic or paper
5.11	Records management and personal data policies, Fileplans	IT security policies Data retention and archive policy Access to information / publication scheme Data protection policy (GDPR) 2018 Subject Access Request Policy Privacy Notices	On request – electronic or paper www.howcollege.ac.uk
5.12	Charging regimes and policies	Tuition fees policy including information for home/EU students, information for international students and information on other charges HE Fee Policy Remission of Fee/Refund Request	www.howcollege.ac.uk/about/legal/policies/
6. Lists and Registers It is expected that this information will be contained only in currently maintained lists and registers.			
Sub classes		Explanatory Notes	
6.1	Any information we are currently legally required to hold in publicly available registers	Registers of Interests	On request – electronic or paper
6.2	Asset registers, Information Asset Registers	Asset Register – limited to: location of land and building assets and key attribute information, together with key information from capital asset registers	On request – electronic or paper
6.3	CCTV	General details of surveillance cameras by site	On request – electronic or paper
6.4	Disclosure logs	Summaries of Freedom of Information data request logs and Data Protection Subject Access Request logs	On request – electronic or paper

7. The services we offer

Information about the services we offer, including leaflets, guidance and newsletters. Generally this is an extension of part of the first class of information. While the first class provides information on the roles and responsibilities of the college, this class includes details of the services which are provided by the college as a result of them. It will also relate to information covered in other classes. Examples of other services that could be included are listed below

Sub classes		Explanatory Notes	
7.1	Prospectus and Course content, services for outside bodies	Course leaflets Prospectus including term dates, course structures, qualifications gained, changing courses, work experience	www.howcollege.ac.uk
7.2	Health including medical services, and welfare and counselling services	Student handbook Staff induction materials	On request – electronic or paper
7.3	Careers Advice	Student handbook	On request – electronic or paper
7.4	Funding, such as grants and bursaries available to college students	Student handbook	On request – electronic or paper
7.4	Chaplaincy Services	Not Applicable	
7.5	Services for which the College is entitled to recover a fee (together with those fees)	Tuition Fee Policy	www.howcollege.ac.uk
7.6	Sports & recreational, music, art and other cultural facilities	Student handbook	On request – electronic or paper
7.7	Museums, libraries, special collections and archives	Library catalogues	www.howcollege.ac.uk
7.8	Conference facilities	Not Applicable	
7.9	Advice and guidance	Student handbook	On request – electronic or paper
7.1 1	Media releases	Press Releases	On request – electronic or paper

APPENDIX 3

Heart of Worcestershire College Freedom of Information Act 2000 Information Access Request Form

Please read carefully the College Access to Information Policy / Publication Scheme BEFORE you complete this form. It explains in detail the nature of Freedom of Information Requests and tells you what is expected from you AND what you should expect from us.

Parts 1, 2, 3 and 4 must be completed as fully as possible.

1. Personal Details of the Application

Title..... (Mr/Mrs/Miss/Ms)

First Name

Surname.....

Address.....

Postcode.....

Telephone.....Email.....

2. Details of the information required (continue on a separate sheet if necessary)

(Please provide as much detail as possible. Be concise and clear to enable us to process your request promptly)

[illegible]

3. Other Information

(Please give other details to identify or locate the information, your preferred format and number of copies etc)

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4. Data Protection Notice – The personal details you have provided to Heart of Worcestershire College on this form will be used to process your request for information. These will also be used to keep a register of requests so we can monitor our responses. We will not disclose your details to any external third parties without your consent. Any personal data will be deleted within 2 years of a FOI request.

Signature..... Date

Important note – if the information you have asked for requires a fee, we will let you know on receipt of your request. If you choose to accept this fee charge, we will process your request upon receipt of payment.

Please send your completed request to:

Michelle Dowse
Principal
Heart of Worcestershire College
Peakman Campus
Peakman Street
Redditch
B98 8DW

Telephone: 01905 743521

Email: dataprotection@howcollege.ac.uk

APPENDIX 4:

Freedom of Information – Request for Internal Review

If you are not satisfied with a Freedom of Information response, you may submit a request for an internal review by completing this form, outlining your grounds, within 40 working days of receipt of the response. Please submit the completed form to the data protection team dataprotection@howcollege.ac.uk

Forename(s):		Surname:	
Address:			
		Postcode	
Telephone No:		Email:	

Please provide an explanation for your grounds for requesting an internal review. Please attach any supporting evidence. (Continue on a separate sheet if necessary).

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Full name (capitals):			
Signature:		Date:	