



Royal Conservatoire of Scotland

Latest Update: 07/12/2018

Guide to Information available through the Model Publication Scheme

1. Introduction to the Guide to Information

The Freedom of Information (Scotland) Act 2002 (FOISA) requires that all Scottish public authorities make certain types of information routinely available, and provide a guide to information telling the public how to access the information and what it might cost.

This Guide to Information also contains details of the environmental information that we routinely make available under the Environmental Information (Scotland) Regulations 2004 (the EI(S)Rs).

The Royal Conservatoire of Scotland has adopted the Model Publication Scheme produced by the Scottish Information Commissioner, who is responsible for enforcing FOISA. You can see this scheme on the Commissioner's website at <http://www.itspublicknowledge.info/ScottishPublicAuthorities/PublicationSchemes/TheModelPublicationScheme.aspx> or by contacting us at the address below.

We have made a commitment to publish all information which we hold which falls within the classes of information in the scheme. This Guide to Information describes the information which we publish in accordance with the scheme, and how you can access this information.

We are obliged by FOISA to have due regard to the public interest in providing access to the information that we hold which relates to:

- the services we provide;
- the costs of those services;
- the standard of those services;
- the facts that inform the important decisions we take; and
- the reasoning that informs our decisions.

This Guide to Information was prepared by the Scottish Higher Education Information Practitioners Group, under the auspices of Universities Scotland's Secretaries' Group. SHEIP consulted the public authorities to be covered by the Guide, to assess what information should be included in the Guide, taking account of reviews of information requests, and assessments of previous publication scheme feedback.

2. Accessing information under the scheme

Our Guide to Information provides more details of the information available under the scheme, along with additional guidance on how the information falling within each “class” may be accessed.

Online:

Most information listed in our Guide to Information is available on our website. In many cases a link within **Section 8: Categories of information** will direct you to the relevant page or document. Where no such link is present, you can find this information using our website’s “Search” facility on our home page <http://www.rcs.ac.uk/>. If you are still having trouble finding any document listed under our scheme, then please call Caroline Cochrane, our FOISA contact on 0141 270 8269 for further assistance.

By email:

If the information you seek is not published on our website, we can send it to you by email, wherever possible.

By phone:

Information provided through the scheme can also be requested from us over the telephone. Please call Caroline Cochrane, our FOISA contact on 0141 270 8269 to request information available under this scheme.

By post:

Information under the scheme may also be available in paper copy form. Please address your request to: Caroline Cochrane, Head of Information Services, Royal Conservatoire of Scotland, 100 Renfrew Street, Glasgow G2 3DB. When writing to us to request information, please include your name and address, full details of the information or documents you would like to receive, and any fee applicable (see **Section 5: Our charging policy** for further information on fees). Please also include a telephone number so we can telephone you to clarify any details, if necessary.

By inspection at our premises

Some of the information that we publish in accordance with the scheme may be available for inspection on site.

3. Information that we may withhold

Our aim in maintaining this Guide is to be as open as possible. All information covered by the publication scheme can either be accessed through our website, or will be provided promptly following our receipt of your request.

If a document contains information that the institution may legitimately wish to exempt from disclosure under an appropriate section of Scotland’s freedom of information laws, (for example sensitive personal information or a trade secret), we may remove or redact the

information before publication but we will inform you that we have done so and provide an explanation of why the information is withheld. The Scottish Information Commissioner's guidance on information that may be exempt from publication is available here:

<http://www.itspublicknowledge.info/Law/FOISA-EIRsGuidance/Briefings.asp#exemptions>

If you wish to complain about any information which has been withheld from you, please refer to **Section 7– Contact us**.

4. Our charging policy

Wherever possible, information contained within our Guide is available from us free of charge where it can be downloaded from our website or where it can be sent to you electronically by email.

We do however reserve the right to impose charges for providing information in paper copy or on electronic storage device. Charges will reflect the actual costs of reproduction and postage to the authority, as set out below.

In the event that a charge is to be levied, you will be advised of the charge and how it has been calculated. Information will not be provided to you until payment has been received.

Reproduction costs:

Where charges are applied, photocopied information will be charged at a standard rate of 10p per A4 side of paper (black and white copy) and 30p per A4 side of paper (colour copy).

Electronic storage device/201USB sticks will be charged at cost price.

Postage cost:

We will pass on postage charges to the requester at the cost to the authority of sending the information by first class post.

5. Our copyright policy

Where the Royal Conservatoire of Scotland holds the copyright in the published information, the information may be copied or reproduced without formal permission, provided it is copied or reproduced accurately, is not used in a misleading context and provided that the source of the material is identified.

6. How to access information not available under this scheme

If the information you are seeking is not available under this publication scheme, then you may wish to request it from us.

The Freedom of Information (Scotland) Act 2002 (FOISA) provides you with a right of access to the information we hold, subject to certain exemptions. The Environmental Information (Scotland) Regulations 2004 (EI(S)Rs) separately provide a right of access to the environmental information we hold, while the Data Protection Act 2018 (DPA) and the General Data Protection Regulations (GDPR) provides a right of access to any personal information about you that we hold. Again, these rights are subject to certain exceptions or exemptions.

Should you wish to request a copy of any information that we hold that is not available under this scheme, please contact:

Caroline Cochrane
Head of Information Services
Royal Conservatoire of Scotland

100 Renfrew Street
Glasgow
G2 3DB

Telephone: +44 (0) 141 270 8269

E-mail: foi@rcs.ac.uk

Charges for information which is not available under the scheme:

The charges for information which is available under this scheme are set out under **Section 4 – Our Charging Policy**. If you submit a request to us for information which is not available under the scheme the charges will be based on the following calculations:

General information requests:

- There will be no charge for information requests which cost us £100 or less to process.
- Where information costs between £100 and £600 to provide you may be asked to pay 10% of the cost. That is, if you were to ask for information that cost us £600 to provide, you would be asked to pay £50, calculated on the basis of a waiver for the first £100 and 10% of the remaining £500.
- We are not obliged to respond to requests which will cost us over £600 to process.
- In calculating any fee, staff time will be calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.
- We do not charge for the time to determine whether we hold the information requested, nor for the time it takes to decide whether the information can be released. Charges may be made for locating, retrieving and providing information to you.
- In the event that we decide to impose a charge, we will issue you with notification of the charge (a fees notice) and how it has been calculated. You will have three months from the date of issue of the fees notice in which to decide whether to pay the charge. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you.

7. Contact us

You can contact us for assistance with any aspect of this guide to information. We will be pleased to hear your comments and suggestions, work to resolve any complaints, or advise you on how to ask for information that we do not routinely publish.

Caroline Cochrane
Head of Information Services
Royal Conservatoire of Scotland

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Glasgow
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8. Categories of information

Our categories of information can be found here: <http://www.rcs.ac.uk/foi/>