



Royal Conservatoire
of Scotland

Last Updated: 07/12/2018

Section 8 Categories of Information

8.1 General Information

Introduction

This category covers general information about how to make contact with the institution. It includes information about how to complain about the institution, and how to serve formal documents on it. It is aimed at providing very general information for the public. More detailed information will be provided in other categories.

Category Name	Category Description	Examples/Comments
Name and address	The name of the institution, and the address of its principal office	Royal Conservatoire of Scotland 100 Renfrew Street Glasgow G2 3DB Tel Number: +44 (0)141 332 4101 Fax Number: +44 (0)141 332 8901 Website: http://www.rcs.ac.uk/
Principal officers	Names of the principal officers of the institution	http://www.rcs.ac.uk/about_us/staff-visiting-fellows/staff/

Contact information	Information on how to contact the institution	https://www.rcs.ac.uk/about_us/visitus/																								
Location	Information on the institution's principal and other main locations, including campus maps	https://www.rcs.ac.uk/about_us/visitus/																								
Opening hours	Opening hours of the institution's principal office(s)	Monday – Friday 9am-5pm																								
Academic year dates	Information on the dates of the institution's academic years	<table border="0"> <tr> <td>From</td> <td>To</td> </tr> <tr> <td>Session 2018</td> <td>2019</td> </tr> <tr> <td>Term 1 : 24 September 2018</td> <td>14 December 2018</td> </tr> <tr> <td>Term 2 : 7 January 2019</td> <td>27 March 2019</td> </tr> <tr> <td>Term 3 : 15 April 2019</td> <td>21 June 2019</td> </tr> <tr> <td>Term 4 : 1 July 2019</td> <td>13 September 2019</td> </tr> <tr> <td> From</td> <td> To</td> </tr> <tr> <td>Session 2019</td> <td>2020</td> </tr> <tr> <td>Term 1 : 23 September 2019</td> <td>13 December 2019</td> </tr> <tr> <td>Term 2 : 6 January 2020</td> <td>27 March 2020</td> </tr> <tr> <td>Term 3 : 14 April 2020</td> <td>19 June 2020</td> </tr> <tr> <td>Term 4: 29 June 2020</td> <td>11 September 2020</td> </tr> </table> <p>In session 16/17, Winter break is from 19th Dec 2016 to 6th Jan 2017 inclusive and Spring break is from 3rd April 2017 to 14th April 2017 inclusive.</p> <p>In session 17/18, Winter break is from 18th December 2017 to 5th January 2018 inclusive and Spring break is from 2nd April 2018 to 13th April 2018 inclusive.</p>	From	To	Session 2018	2019	Term 1 : 24 September 2018	14 December 2018	Term 2 : 7 January 2019	27 March 2019	Term 3 : 15 April 2019	21 June 2019	Term 4 : 1 July 2019	13 September 2019	 From	 To	Session 2019	2020	Term 1 : 23 September 2019	13 December 2019	Term 2 : 6 January 2020	27 March 2020	Term 3 : 14 April 2020	19 June 2020	Term 4: 29 June 2020	11 September 2020
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Term 4: 29 June 2020	11 September 2020																									
Holidays	Dates of closure of the institution	The buildings close between Christmas and New Year and on Easter Monday.																								

Complaints	Procedures on how to complain about the institution	https://www.rcs.ac.uk/about_us/complaints/ You'll find our online complaints form and complaints handling procedure here
Document serving	Contact details for serving legal documents on the institution, e.g. Court Orders	Director of Finance Royal Conservatoire of Scotland 100 Renfrew Street Glasgow G2 3DB Telephone: +44 (0) 141 270 8230

8.2 Access to Information and Records Management Policies

Introduction

This category tells people how to request information from the institution, both under the Freedom of Information (Scotland) Act and the Data Protection Act. It also covers institutional procedures for these pieces of legislation.

Category Name	Category Description	Can be found at
How to make a request for information and freedom of information enquiries contact	Details of how to request information from the institution under the Freedom of Information (Scotland) Act, the Data Protection Act, and the Environmental Information (Scotland) Regulations. Central contact point for Freedom of Information enquiries	Request can be made in writing or via e-mail to: Freedom of Information Royal Conservatoire of Scotland 100 Renfrew Street Glasgow G2 3DB foi@rcs.ac.uk
Information legislation policies	Institutional policies and procedures on Freedom of Information, Data Protection and Environmental Information	Request can be made in writing or via e-mail to: Freedom of Information Royal Conservatoire of Scotland 100 Renfrew Street Glasgow G2 3DB foi@rcs.ac.uk
Records Management and archiving policy	Policies and guidance relating to our records management, records and information retention and archiving policies	RCS Records Management Policy RCS Records Retention Schedule

8.3 Governance

Introduction

This category covers information relating to the way the institution is governed and how decisions are made. It includes information on the legal status of the institution, which individual member of staff or group within the organisation is responsible for specific functions and where they fit in the overall structure of the organisation.

Category Name	Category Description	Can be found at
Legal Framework	Information on how the institution was established and its standing from a legal perspective	<p>The Royal Conservatoire of Scotland is a company having a share capital limited by guarantee, which was incorporated as the Glasgow Athenaeum in December 1900. The Glasgow Athenaeum had been established in 1847 to provide further education for adults in the fields of commerce, science and the arts. It is now an Institution of Higher Education and was awarded Degree Awarding Powers by the Privy Council on 13 May 1994.</p> <p>The terms of the constitution, membership, powers and proceedings of the Board of Governors are set down in the memorandum and articles of association as varied by, and in conformity with the provisions of the Royal Conservatoire of Scotland (Scotland) Order of Council 1995. The Royal Conservatoire is recognised by the Inland Revenue as a charity - No. SCO15855.</p>
Governance Structure	The institution's governance structures and related operational procedures	Information on the Governance structure of the Royal Conservatoire of Scotland is given on the RCS website section on Governance . This gives details of the composition and the remit of the Royal Conservatoire's governing body, the Board of Governors.

Category Name	Category Description	Can be found at
Governance precepts	The institution's arrangements for compliance with good governance precepts	Arrangements at the Royal Conservatoire of Scotland for compliance with good governance precepts are set out in the Scottish Code of Good HE Governance .
Conflict of interests policy	The institution's conflict of interests policies	Further information on the Royal Conservatoire of Scotland's conflict of interests' policy is set out in the Board of Governors Statement of Primary Responsibilities
Register of interests	Institutional register of interests	The Royal Conservatoire of Scotland register of interests can be found at The Governor's Register of Interests page on our website
Institutional structure	A description of the institution's major organisational units and how these relate to each other	The Royal Conservatoire of Scotland's Staff and Structure
Major committees	The activities of major committees with devolved decision-making powers	Details of major committees in the Royal Conservatoire of Scotland having devolved decision-making powers are set out in the Quality Assurance Handbook, Section 12 .
Relationship with the General Council	The legal and structural basis of the institution's relationship with its General Council (or similar statutory bodies representing its graduates)	The Royal Conservatoire of Scotland does not have a General Council
General Council	Information on the operation and activities of the General Council	The Royal Conservatoire of Scotland does not have a General Council

Category Name	Category Description	Can be found at
Subsidiary companies	Information on the names, addresses, broad functions and purposes of companies where the institution is a majority shareholder	The Royal Conservatoire of Scotland is not a majority shareholder in any company.
Honorary degrees	Policies, procedures and awards of honorary degrees	<p>The Honorary Awards Committee nominates suitable recipients to the Academic Board. Details of the remit and membership of both committees are in the Quality Assurance Handbook, Section 12 .</p> <p>The Royal Conservatoire also awards Fellowships (FRCS - Fellow of the Royal Conservatoire of Scotland.) Fellowships are in the gift of the Board of Governors and are awarded to individuals who have made a significant contribution to the work of the Conservatoire.</p>

8.4 Financial Resources

Introduction

This category covers information on the institution's strategy and management of financial resources. The finance department provides accounting, procurement and contracting services, helping to make best use of resources and fulfilling statutory responsibilities.

Category Name	Category Description	Can be found at
Financial statements	The institution's annual accounts	https://www.rcs.ac.uk/why_rcs/vision-and-governance/accounts/
Budgetary processes	Policies and procedures for making budgetary allocations to major budgetary units	Request can be made in writing or via e-mail to: Freedom of Information Royal Conservatoire of Scotland 100 Renfrew Street Glasgow G2 3DB foi@rcs.ac.uk
Budgets overview	Summary of overall budget and budgetary allocations to major budgetary units	Request can be made in writing or via e-mail to: Freedom of Information Royal Conservatoire of Scotland 100 Renfrew Street Glasgow G2 3DB foi@rcs.ac.uk
Financial regulations	Institution's financial administration manual	Request can be made in writing or via e-mail to: Freedom of Information Royal Conservatoire of Scotland 100 Renfrew Street Glasgow G2 3DB foi@rcs.ac.uk

Insurance	Summary information on the institution's major insurance policies	<p>The Royal Conservatoire of Scotland's Insurance Broker is:</p> <p>Aon</p> <p>Sentinel</p> <p>103 Waterloo Street</p> <p>Glasgow</p> <p>G2 7BW</p>
Senior staff remuneration	Principal's remuneration and statistical information on remuneration of other senior staff required to be published under the SFC Financial Memorandum	<p>RCS Remuneration Policy</p> <p>RCS Financial Statements</p> <p>Principal's Expenses</p>
Investments	Summary information on institutional endowments and investments	<p>RCS Financial Statements</p>

8.5 Corporate Planning

Introduction

This category provides information on the institution's mission and major strategic plans.

Category Name	Category Description	Can be found at
Mission	Institution's Mission statement	Our mission and values are contained within our Strategic Plan, found here: https://www.rcs.ac.uk/about_us/aboutus/strategic-plan/
Corporate plan	Institution's corporate or Strategic Plan	RCS Strategic Plan can be found here: https://www.rcs.ac.uk/about_us/aboutus/strategic-plan/
Strategies	Major institutional strategy documents	Request can be made in writing or via e-mail to: Freedom of Information Royal Conservatoire of Scotland 100 Renfrew Street Glasgow G2 3DB foi@rcs.ac.uk
Performance indicators	Indicators used by the governing body and senior management to measure overall institutional performance	Request can be made in writing or via e-mail to: Freedom of Information Royal Conservatoire of Scotland 100 Renfrew Street Glasgow G2 3DB foi@rcs.ac.uk
Planning procedures	Internal procedures for planning and resource allocation	Request can be made in writing or via e-mail to: Freedom of Information Royal Conservatoire of Scotland 100 Renfrew Street Glasgow G2 3DB foi@rcs.ac.uk

8.6 Procurement

Introduction

Collaborative procurements may be led by central bodies such as Procurement Scotland, APUC Limited, Excel, NHS National Procurement or Central Government Procurement Centre of Expertise. Information about the procurement services these organisations provide to the institution may be obtained direct from the organisations.

Category Name	Category Description	Can be found at
Procurement policies	Institution's overall strategy for procurement of non-pay expenditure and policies for compliance with legal obligations on major procurement exercises	Request can be made in writing or via e-mail to: Freedom of Information Royal Conservatoire of Scotland 100 Renfrew Street Glasgow G2 3DB foi@rcs.ac.uk
Procurement procedures	Institution's procurement and purchasing manuals	Links to procurement information can be found on the Public Contracts Scotland website at https://www.publiccontractsscotland.gov.uk/ Request can be made in writing or via e-mail to: Freedom of Information Royal Conservatoire of Scotland 100 Renfrew Street Glasgow G2 3DB foi@rcs.ac.uk RCS Contracts Register

Procurement contacts	Contact information for procurement and purchasing information	Finance Office Royal Conservatoire of Scotland 100 Renfrew Street Glasgow G2 3DB Tel: 0141 270 8230
Tender documentation	EU-prescribed call for competition contract notices, invitations to tender, and pre-qualification questionnaire documentation for significant procurements	Request can be made in writing or via e-mail to: Freedom of Information Royal Conservatoire of Scotland 100 Renfrew Street Glasgow G2 3DB foi@rcs.ac.uk
Supplier contracts	EU-prescribed award notices of major contracts over EU thresholds	Request can be made in writing or via e-mail to: Freedom of Information Royal Conservatoire of Scotland 100 Renfrew Street Glasgow G2 3DB foi@rcs.ac.uk

8.7 Management of Research

Introduction

This category covers information relating to the institution's management and funding of its research activities; it does not include the actual results or data of research undertaken.

Category Name	Category Description	Can be found at
Research funding	Statistical information on the major sources of the institution's research funding	RCS Financial Statement
Research quality	Results of external measurement of the quality of the institution's research	http://results.ref.ac.uk/Results/ByHei/99 The quality of research at the Royal Conservatoire of Scotland will be next assessed in 2021.
Research strategies	Summary information on institutional-level strategic plans for research	The RCS Strategic Plan can be found here: https://www.rcs.ac.uk/about_us/aboutus/strategic-plan/
Research management structures	A description of the structures the institution uses to manage its research activity	http://www.rcs.ac.uk/about_us/exchange/
Research support arrangements	Institution's procedures for supporting research	http://www.rcs.ac.uk/about_us/exchange/ http://www.rcs.ac.uk/postgraduate/research-degrees/
Research ethics	The institution's research ethics policies and procedures	Regulations, Codes of Procedure and General Rules.
Research students policies and procedures	The institution's policies and procedures for supervising and examining research students	Regulations, Codes of Procedure and General Rules.

8.8 Commercialisation and Knowledge Transfer

Introduction

This category provides information about the institution's mechanisms for supporting the commercialisation of outputs from its research activities.

Category Name	Category Description	Can be found at
Support arrangements	A description of how the institution supports commercialisation of the knowledge generated by its research activities.	http://www.rcs.ac.uk/about_us/exchange/
Contact information	How to get information about the institution's commercialisation activities.	Contact: Knowledge Exchange Manager exchange@rcs.ac.uk
Commercialisation funding	Statistical information on the major sources of the institution's funding for commercialisation and knowledge transfer.	RCS Financial Statements
Commercialisation resources	A description of institutional facilities and resources for supporting commercialisation activity.	Advice and guidance is offered on a 1-2-1 basis by the Research and Knowledge Exchange team.
Commercialisation outcomes	Statistical information about the institution's commercialisation of its research activities	No statistical information is generated on commercialisation outcomes at the Royal Conservatoire of Scotland.
Consultancy services	How to get information about the institution's consultancy services.	Contact: Knowledge Exchange Manager exchange@rcs.ac.uk

8.9 Human Resources

Introduction

This category covers information on the institution's strategy and management of human resources, rather than information relating to individual members of staff (exempt from disclosure as personal information). The information available covers Personnel policies and procedures (including terms and conditions of service and all current versions of the information specified in each category).

Category Name	Category Description	Can be found at
Staff profile	Statistical information on staff	<p>RCS returns staff data to HESA annually. This data can be accessed at https://www.hesa.ac.uk/data-and-analysis/staff</p> <p>Further information on the Royal Conservatoire of Scotland's staff profile can be obtained from the HR department.</p> <p>+44 (0)141 270 8228</p> <p>E-mail: humanresources@rcs.ac.uk</p>
Recruitment policies	Policies, statements, procedures and guidelines relating to recruitment	<p>Detailed information on the Royal Conservatoire of Scotland's staff profile can be obtained from the HR department.</p> <p>Please find our Recruitment and Selection Policy here.</p> <p>Royal Conservatoire of Scotland 100 Renfrew Street Glasgow G2 3DB</p> <p>Telephone: +44 (0)141 270 8228</p> <p>E-mail: humanresources@rcs.ac.uk</p>

Category Name	Category Description	Can be found at
Employment terms	Generic terms and conditions of employment	Royal Conservatoire of Scotland Academic Contract Royal Conservatoire of Scotland Support Staff contract Salary Scale
Performance management	Policies and procedures relating to performance management	Career Review Principles Performance Improvement Policy and Guidelines
Promotion	Policies, statements, procedures, guidelines and statistics relating to promotion, regrading and salary reviews	Our Job Evaluation Policy and our Rewards and Recognition Policy are available online.
Pensions	Policies and guidelines on pension arrangements for staff	The Royal Conservatoire of Scotland is affiliated to two pension schemes, one for academic staff, the second for non-academic staff. 1. Academic Staff: Scottish Teachers' Superannuation Scheme (STSS) http://www.sppa.gov.uk 2. Non-Academic Staff: Strathclyde Pension Fund http://www.spfo.org.uk/ Information on benefits, contribution rates and related matters can be obtained from the appropriate website Further information on pensions is available in the RCS Financial Statements
Discipline	Disciplinary procedures and policies	The Royal Conservatoire's Disciplinary and Dismissal Rules and Procedures are available online.
Grievance	Grievance procedures and policies	The Royal Conservatoire's Grievance Policy and Procedure is available online

Category Name	Category Description	Can be found at
Employee relations	Collective bargaining and consultation procedures with recognised Trades Unions and Professional Organisations and agreements reached	<p>There is an agreement between the Royal Conservatoire of Scotland and the Educational Institute of Scotland (EIS) covering consultation rights for all academic staff.</p> <p>There is also an agreement with UNISON covering matters under the Royal Conservatoire's grievance and disciplinary procedures for all non-academic staff.</p> <p>The Royal Conservatoire's Consultative Forum meets monthly and has full representation from union and staff members.</p> <p>Copies of the appropriate documents are available on request from:</p> <p>humanresources@rcs.ac.uk or by telephone +44 (0)141 270 8228</p>
Public interest disclosure	Information required for compliance with the Public Interest Disclosure Act	The Royal Conservatoire's Whistleblowing Policy is available online
Staff development	Policies and procedures relating to the ongoing development of staff	Staff Development Policy
Staff records	The institution's policy on the collection, maintenance and use of personal information about staff.	Data Protection Policy

Category Name	Category Description	Can be found at
Staff facilities	Description of the facilities and services available exclusively to members of staff.	<p>Staff at the Royal Conservatoire of Scotland have access to the following range of facilities:</p> <p>Staff Room</p> <p>Café Bar</p> <p>Free tickets to Royal Conservatoire plays and concerts</p> <p>Cycle to Work scheme</p> <p>Support for travel costs</p> <p>Child care voucher scheme</p> <p>Discount benefits offered by selected companies</p>

8.10 Physical Resources

Introduction

Institutions are often substantial land and property owners in their own right. This category covers information at a strategic level relating to the institution's management of its physical resources. Some of this information is required to be published under the Environmental Information (Scotland) Regulations 2004.

Category Name	Category Description	Can be found at
Description of estate	Overview of the institution's estate	https://www.rcs.ac.uk/about_us/campusandfacilities/
Estate development plans	Plans for major changes to the estate, including plans for use of major external capital funding	https://www.rcs.ac.uk/about_us/campusandfacilities/
Buildings under construction	Summary information about buildings under construction	RCS has no buildings which are currently under construction
Maintenance	Maintenance arrangements and policies for buildings and grounds	The Royal Conservatoire of Scotland's Estates' Strategy is part of our annual Strategic Planning documentation. It includes information on the size, condition and fitness for purpose of the estate. The Royal Conservatoire has a Maintenance Management Plan which is in the same document.
Estates indicators	Performance indicators on major estates functions	The Royal Conservatoire of Scotland does not operate a system of estates indicators

<p>Environmental policies</p>	<p>The institution's environmental policies, practices and overview of their impact</p>	<p>The Royal Conservatoire of Scotland does not have a specific environmental policy. However, our practices in energy usage and waste disposal take full account of their impact on the environment and measures are put in place to reduce any adverse effect so far as is practicable. The Royal Conservatoire's consumption of gas, electricity and water is monitored monthly by our Energy Management Company and reported to the Maintenance and Energy Management Group. Any trends or patterns are readily identified and measures can be put in place to reduce or otherwise alleviate any development giving rise to concern.</p> <p>Timber and related products from the Scenic Workshop are recycled when no longer required. Glasgow District Council is responsible for the uplift and removal of domestic waste. Paint waste, dry-cleaning fluids, glues and other solvents from the Technical Department are removed by arrangement with a specialised contractor.</p> <p>The Royal Conservatoire does not own any transport and so there is no transport policy for the institution. The Royal Conservatoire does not have any information which is required to be published under environmental legislation.</p> <p>For further information contact the Head of Estates:</p> <p>Mr. Gary Brunton Royal Conservatoire of Scotland 100 Renfrew Street Glasgow G2 3DB</p> <p>Telephone: +44 (0)141 270 8208</p>
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Category Name	Category Description	Can be found at
		E-mail: g.brunton@rcs.ac.uk

8.11 Health and Safety

Introduction

This category covers information about the institution's health and safety policies, risk assessment policies, procedures and record.

Category Name	Category Description	Can be found at
Policies	Policies, procedures and guidelines relating to health and safety	The Health, Safety and Wellbeing Policy is online
Annual Reports and statistics	Reports to governing body on health and safety issues Summary statistics on accidents and incidents within the institution	For information on Health & Safety, please contact the Director of HR: Royal Conservatoire of Scotland 100 Renfrew Street Glasgow G2 3DB Telephone: +44 (0)141 270 8228 Email: humanresources@rcs.ac.uk

8.12 Equality and Diversity

Introduction

This category provides information about the institution's policies and strategies regarding equality and diversity.

Category Name	Category Description	Can be found at
Equal opportunities policies and guidance	Equality and diversity policies, statements, procedures, and guidelines	https://www.rcs.ac.uk/about_us/equalityanddiversity/ Details of RCS's commitment to the Equality Act 2010 and our mainstreaming activities can be found at https://www.rcs.ac.uk/wp-content/uploads/2017/08/GENDER-ACTION-PLAN-for-publication-August17.pdf
Equal opportunities consultation	Information about consultation procedures required for compliance with statutory equality duties	http://www.rcs.ac.uk/about_us/equalityanddiversity/equalityimpactassessments/
Equality management infrastructure	Information on committees and other groups engaged in determining equality and diversity policies	https://www.rcs.ac.uk/about_us/equalityanddiversity/equalityact2010/

8.13 Support for Disabled People

Introduction

This category provides information about the institution's policies, procedures, and support for disabled people, including information about accessibility of major buildings and services.

Category Name	Category Description	Can be found at
Disability policies	Policies, procedures and guidelines relating to support for disabled people	https://www.rcs.ac.uk/studyhere/studentsupport/disabilities/
Support structures	A description of the institution's support structures for disability issues	Click here to view the Royal Conservatoire of Scotland's Information for Disabled Students and Applicants.
Accessibility of buildings and services	Information about accessibility of each of the institution's main buildings and services	https://www.rcs.ac.uk/about_us/visitus/access/
Contacts	Details of how to get information about support for disabled people	https://www.rcs.ac.uk/about_us/equalityanddiversity/ Support for disabled students - Royal Conservatoire of Scotland
Strategies	The institution's strategies for improving support for disabled people, and mechanisms for monitoring these	Support for disabled students - Royal Conservatoire of Scotland
Statistics	Summary statistics on support for disability within the institution.	http://www.rcs.ac.uk/about_us/equalityanddiversity/

8.14 Student Administration & Support

Introduction

This category contains information on how the institution manages the administration and progression of their students from admission to course completion, including student support services.

Category Name	Category Description	Can be found at
Course information	Degree programmes offered by the institution	https://www.rcs.ac.uk/undergraduate-courses/ https://www.rcs.ac.uk/postgraduate-courses/
Recruitment and admissions	The institution's admissions procedures and policies	https://www.rcs.ac.uk/undergraduate-courses/ https://www.rcs.ac.uk/postgraduate-courses/ https://www.rcs.ac.uk/studyhere/
Fees and charges	Tuition fees and other charges to students	https://www.rcs.ac.uk/studyhere/ https://www.rcs.ac.uk/studyhere/feesandfunding/
Scholarships and bursaries	Scholarships and bursaries available to students	https://www.rcs.ac.uk/studyhere/feesandfunding/
Registration	The institution's arrangements for registering students	https://www.rcs.ac.uk/studyhere/how-to-apply/
Induction	The institution's student induction arrangements	https://www.rcs.ac.uk/studyhere/how-to-apply/
Examinations	Arrangements for examinations	Regulations, Codes of Procedure and General Rules.
Progression	Regulations governing student progression	Regulations, Codes of Procedure and General Rules.
Learning support provision	Description and availability of the academic and non-academic learning support provision offered by the institution.	https://www.rcs.ac.uk/studyhere/studentssupport/ https://www.rcs.ac.uk/studyhere/studentssupport/learningsupport/
Student liaison	The structure and functioning meetings of staff/student consultative committees or other liaison groups	Relevant details can be found in the Quality Assurance Handbook
Student records	The institution's policies on the collection, maintenance and use of personal information about students	Data Protection Policy

Student discipline	The institution's policies and procedures for disciplinary proceedings against students	Regulations, Codes of Procedure and General Rules
Student accommodation	Availability, conditions of use and range of accommodation services offered by the institution	https://www.rcs.ac.uk/studyhere/accommodation/studenthalls/
Graduation arrangements	Information about awards ceremonies	https://www.rcs.ac.uk/studyhere/graduation/
Student complaints	Procedures for dealing with student complaints about the institution	Regulations, Codes of Procedure and General Rules.
Student facilities	Description of the academic, leisure and other facilities and services available exclusively to students	https://www.rcs.ac.uk/studyhere/
Relationship with the Students Union/ Association	The legal and structural basis of the institution's relationships with the Students Union/Association	Students Union at the Royal Conservatoire
Students Union/ Association ¹	Information on the operation and activities of the Students Union/Association	Student union - Royal Conservatoire of Scotland

¹ Required only in cases where the institution has any legal responsibility or liability for ensuring that Students Unions (and similar Associations and organisations) are properly run.

8.15 Teaching Quality

Introduction

This category contains information regarding the management of teaching quality in the institution including mechanisms for reviewing and ensuring the quality of teaching provided.²

Category name	Category Description	Can be found at
Programme approval	Programme approval and monitoring arrangements	Quality Assurance Handbook, Section 3
Assessment	Assessment procedures and summaries of reviews of their effectiveness	Regulations, Codes of Procedure and General Rules.
Student satisfaction	Summary results of any institutional mechanisms for measuring student satisfaction with their HE experience	The results of the National Student Survey is published on the Unistats website. The RCS has participated since 2012/13. http://unistats.direct.gov.uk/
Institutional internal reviews	Summary of the findings of the institution's own internal reviews of quality and standards	Quality Assurance Handbook, Section 3 & Section 5.
Professional accreditation of courses by external bodies	The nature of and duration of accreditation by professional, statutory or regulatory bodies, including accreditation and monitoring reports.	Quality Assurance Handbook, Section 3 & Section 9
Validation	A description of courses where the institution acts as an external examination body or validates the examinations and qualifications of others, including 'joint awards'.	Quality Assurance Handbook, Section 3

² Information which institutions are required to make available by their Funding Council or by a regulatory body is information included in the 'Government and Regulator Relations' category (8.18).

Category name	Category Description	Can be found at
Assessments of the institution's provision by the QAA	QAA ³ reports	https://www.qaa.ac.uk/reviewing-higher-education/quality-assurance-reports

³ QAA: Quality Assurance Agency

8.16 Information Services

Introduction

This category covers those functions within the institution that provide access to information for the student body and both academic and administrative staff. These include libraries, computing services, archive services, and information support services.

Such functions may be managed separately from each other, or in various combinations. These services routinely explain their facilities (and the conditions of their use) to students, staff and the general public and it is information of this nature that is included within this category.

Category Name	Category Description	Can be found at
Library facilities	Availability and conditions of use of library facilities	http://www.rcs.ac.uk/about_us/libraryandit/
Computing facilities	Availability and conditions of use of computing facilities	http://www.rcs.ac.uk/about_us/libraryandit/ http://www.rcs.ac.uk/about_us/libraryandit/it-2/
Other information facilities	Availability and conditions of use of facilities	http://www.rcs.ac.uk/aboutus/libraryandit/
Major strategy documents	High-level aims and strategies of information services units	https://www.rcs.ac.uk/about_us/aboutus/strategic-plan/
Collections	Scope of major collections held by the institution	https://www.rcs.ac.uk/about_us/libraryandit/
Collection strategy	Collection management and preservation strategies	Collection Management Policy Archives Collection Policy
Open archives	Information about records held by the institution's archive facilities for permanent preservation and designated as open irrespective of the date of creation.	https://www.rcs.ac.uk/about_us/libraryandit/archives/
Other archive facilities and special collections	Description of the institution's archive facilities and special collections	https://www.rcs.ac.uk/about_us/libraryandit/archives/

8.17 External and Community Relations

Introduction

This category covers information relating to the institution's relationship with its external environment. These include how it manages its relationship with the local community and how it retains contact with its former staff and students.

By virtue of its nature, most institutions will probably find that the majority of these categories are already made available to the public by some means.

Category Name	Category Description	Examples/Comments
Alumni	Arrangements for keeping in touch with former staff and students	https://www.rcs.ac.uk/find-our-alumni/
Community Relations	Description of the facilities and services available to the local community	https://www.rcs.ac.uk/about-us/ https://www.rcs.ac.uk/lifelong-learning/ https://www.rcs.ac.uk/junior-conservatoire/
Development activities	Promotional material relating to institutional fundraising objectives	https://www.rcs.ac.uk/prospectus/
Public Relations	Information created specifically to publicise facilities and activities.	https://www.rcs.ac.uk/ https://www.rcs.ac.uk/about_us/pressmedia/ Digital Hub https://boxoffice.rcs.ac.uk/

8.18 Government and Regulator Relations

Introduction

This category covers information the institution provides to government and external regulators and information provided to the Scottish Funding Council for monitoring purposes. By virtue of its nature most institutions will probably find that the majority of these categories are already made available to the public by some means.

Members of the public are also likely to find the same or related information is available from the external partners the institution has links with.

Category Name	Category Description	Examples/Comments
Funding body statistical reports and returns	Information that the institution is legally obliged to make available to its funding body	This information can be obtained on the SFC website: www.sfc.ac.uk
Other statutory reports	Information which the University is legally required to publish	RCS Financial Statements
Information on student admission, progression and completion	Statistical information on these matters which the institution is required by the Funding Council to publish	See HESA web-site: www.hesa.ac.uk