

# Freedom of Information (Scotland) Act 2002

## Guide to information published by the City of Glasgow College under the Model Publication Scheme 2013

### Introduction

The Freedom of Information (Scotland) Act 2002 (FOISA) provides individuals with a right of access to all recorded information held by the City of Glasgow College. Anyone can use this right, and information can only be withheld where FOISA expressly permits it.

FOISA requires the City of Glasgow College to adopt and maintain a **publication scheme**, and to publish information in accordance with that scheme<sup>1</sup>. A publication scheme is a document which describes the information the college publishes, tells the public where to find it, and whether there is a charge for it. When deciding what it will publish, a college must consider the public interest in information about<sup>2</sup>:

- its services, the cost of providing services, and the standards attained by those services
- the facts or analyses, on the basis of which it has made decisions of importance to the public
- the reasons for the decisions it has made.

The Act also allows the Scottish Information Commissioner to prepare model publication schemes which can be adopted by a group of authorities<sup>3</sup>. The Commissioner has developed the Model Publication Scheme 2013 ('MPS'), which is suitable for adoption by all public authorities, including Scottish colleges. You can find a link to the MPS here: [www.cityofglasgowcollege.ac.uk/about-us/freedom-information](http://www.cityofglasgowcollege.ac.uk/about-us/freedom-information).

The City of Glasgow College has adopted the Scottish Information Commissioner's MPS in its entirety, without amendment. This means that we are committed to publishing all the information we hold, which is described by the classes in the MPS.

### Our Guide to Information

This document is the **Guide to Information** which the City of Glasgow College makes available under the classes described in the MPS. It:

- allows the public to see what information is available in relation to each class
- states what charges may be applied
- explains how to find the information easily
- provides contact details for enquiries and to get help with accessing the information
- explains how to request information that has not been published.

Alongside FOISA, the Environmental Information (Scotland) Regulations 2004 (the EIRs) provides a separate right of access to the environmental information that we hold. The MPS also covers environmental information.

### About the Model Publication Scheme

The MPS set out eight broad classes of information, and by adopting it, the City of Glasgow College is committing to publishing everything that it holds which falls into the broad description given for each class. The MPS classes are:

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<sup>1</sup> See section 23 of FOISA.

<sup>2</sup> See section 23(3) of FOISA.

<sup>3</sup> See section 24 of FOISA.

- Class 1: About the authority
- Class 2: How we deliver our functions and services
- Class 3: How we take decisions and what we have decided
- Class 4: What we spend and how we spend it
- Class 5: How we manage our human, physical and information resources
- Class 6: How we procure goods and services from external providers
- Class 7: How we are performing
- Class 8: Our commercial publications

The MPS also describes the standards for e.g. copyright, charging, availability and formats, which an authority is committing to when it adopts the MPS – while this Guide sets out the specific arrangements we have made at the City of Glasgow College.

## **Exempt information**

If a document we publish contains information that is exempt under Scotland’s freedom of information laws (for example sensitive personal information or a trade secret), we may remove or black out the information before publication but we will explain why. Note that information will only be withheld, however, where FOISA (or, in the case of environmental information, the EIRs) expressly permits it. If you wish to complain about any information which has been withheld from you, contact the College Secretary, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 565 2795, or email [Ann.Butcher@cityofglasgowcollege.ac.uk](mailto:Ann.Butcher@cityofglasgowcollege.ac.uk).

## **Availability and format of information**

### **Online:**

Most information listed in our Guide to Information is available to download from our website at [www.cityofglasgowcollege.ac.uk](http://www.cityofglasgowcollege.ac.uk). Often a link within the classes will take you direct to the relevant page or document. Where there is no such link, use our website’s “Search” facility at [www.cityofglasgowcollege.ac.uk/search](http://www.cityofglasgowcollege.ac.uk/search). If you are still having trouble finding information, please contact Ann Butcher by telephone on 0141 565 2795, or by email to [Ann.Butcher@cityofglasgowcollege.ac.uk](mailto:Ann.Butcher@cityofglasgowcollege.ac.uk), for further assistance.

### **By inspection:**

You can choose to visit our premises to inspect any of the information in this Guide. However it would be helpful if you could call us to make an appointment, so we can ensure you can be dealt with efficiently when you arrive – please contact Ann Butcher by telephone on 0141 565 2795.

### **By e-mail:**

If the information you are looking for is listed in our Guide but is not published on our website, you can request it by e-mailing us at [Ann.Butcher@cityofglasgowcollege.ac.uk](mailto:Ann.Butcher@cityofglasgowcollege.ac.uk). We will usually be able to send you the information you are looking for by email. When requesting information from us, please provide a telephone number so that we can call you to clarify details, if necessary.

However we offer alternative arrangements for people who do not want to, or cannot, access the information online (or by inspection at our premises). For example, we can usually arrange to send information to you in paper copy (although there may be a charge for this).

### **By phone:**

While we prefer to receive requests for information from our publication scheme in writing, you can also request information by phone. Please call Ann Butcher on 0141 565 2795 to request information available under this Guide.

### **By post:**

To obtain information listed under the scheme as a printed document or other format by post, please send your request to: The College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP.

When writing to us to request information, please include your name, address and phone number and full details of the information you would like to receive. We may need to phone you to clarify the information you want.

### **Copyright**

Where the City of Glasgow College holds the copyright in its published information, the information may be copied or reproduced without formal permission, provided that:

- it is copied or reproduced accurately
- it is not used in a misleading context, and
- the source of the material is identified

Where the City of Glasgow College does not hold the copyright in information we publish, we will make this clear.

### **Charges**

This section explains when we may make a charge for our publications and how any charge will be calculated. There is no charge to view information on our website or at our premises

We may charge for providing information to you e.g., photocopying and postage, but we will charge you no more than it actually costs us to do so. We will always tell you what the cost is before providing the information to you.

Our photocopying charge per sheet of paper is shown in the tables below:

#### **Black and white photocopying**

<b>Size of paper</b>	<b>Pence per sheet of paper</b>
A1	80p
A2	40p
A3	20p
A4	10p

#### **Colour photocopying**

<b>Size of paper</b>	<b>Pence per sheet of paper</b>
A1	£2.40
A2	£1.20
A3	60p
A4	30p

Information provided on CD-Rom will be charged at £1.00 per computer disc. Postage costs will be recharged at the rate we pay to send the information to you.

When providing copies of pre-printed publications, we will charge no more than the cost per copy of the total print run. We do not pass any other costs on to you in relation to our published information.

This charging schedule does not apply to our commercial publications (see Class 8 below). These items are offered for sale through retail outlets such as book shops, academic journal websites or museum shops and their price reflects a 'market value' which may include the cost of producing the information.

## **Feedback or Complaints**

We welcome feedback on how we can develop our Guide to Information further. If you would to comment on any aspect of this Guide, or the Commissioner's MPS, please contact the College Secretary, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 565 2795, or email [Ann.Butcher@cityofglasgowcollege.ac.uk](mailto:Ann.Butcher@cityofglasgowcollege.ac.uk).

If you wish to complain about any aspect of this Guide, then please contact us, and we will try and resolve your complaint as quickly as possible. You can contact the College Secretary, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 565 2795, or email [Ann.Butcher@cityofglasgowcollege.ac.uk](mailto:Ann.Butcher@cityofglasgowcollege.ac.uk).

Any complaint will be acknowledged within two working days of receipt and we will respond in full within twenty working days. You have legal rights to access information under FOISA and EIRs and a right of appeal to the Scottish Information Commissioner if you are dissatisfied with our response. These rights apply only to information requests made in writing\* or another recordable format. If you are unhappy with our responses to your request you can ask us to review it and if you are still unhappy, you can make an appeal to the Scottish Information Commissioner.

### **Scottish Information Commissioner**

Kinburn Castle  
Doubledykes Road  
St Andrews  
Fife  
KY16 9DS

Tel: 01334 464610  
Email: [enquiries@itspublicknowledge.info](mailto:enquiries@itspublicknowledge.info)  
Website: [www.itspublicknowledge.info](http://www.itspublicknowledge.info)

\*verbal requests for environmental information are acceptable.

## **How to access information which is not available under this MPS**

Should you wish to request a copy of any information that we hold that is not available under the MPS, please write to the College Secretary, 60 North Hanover Street, Glasgow G1 2BP, or email [Ann.Butcher@cityofglasgowcollege.ac.uk](mailto:Ann.Butcher@cityofglasgowcollege.ac.uk).

### **Charges for information not available under the MPS:**

If you submit a request to us for information which **is not** available under the MPS 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, that 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 used to determine whether we hold the information requested, nor for the time it takes to decide whether the information can be released. However 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.

*Charges for environmental information:*

We do not charge for the time spent to determine whether we hold the information requested, nor for the time it takes to decide whether the information can be released. However 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 60 working days 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.

Charges are calculated on the basis of the actual cost to the authority of providing the information.

- Photocopying is charged at 10p per A4 sheet for black and white copying, 30p per A4 sheet for colour copying.
- Postage is charged at actual rate for first class mail.
- Staff time is calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.

*Requests for your own personal data:*

We normally make a charge of £10 for each personal data request.

**Publication Timescale**

In some of the Classes covered by the MPS, information is not published until it is formally approved, a process which may take some time after its initial creation in draft form. This applies especially to minutes of meetings, which are normally not available until approved by the next meeting in the sequence. The relevant timescales are published in the same locations and in the same form that the information will ultimately be published.

## **Guide to Information published by the City of Glasgow College.**

The next section includes the information we publish under the MPS classes. Several larger classes are broken down into a number of sub-classes for ease of use.

<b>MPS class</b>	<b>Sub-classes</b>
Class 1: About the City of Glasgow College	General information about the City of Glasgow College Access to information Our constitution Corporate planning How the City of Glasgow College is run Diversity Health and safety External and community relations Government and regulator relations
Class 2: How we deliver our functions and services	Student administration and support Teaching quality Information services
Class 3: How we take decisions and what we have decided	
Class 4: What we spend and how we spend it	
Class 5: How we manage our human, physical and information resources	Human resources Physical resources Information resource
Class 6: How we procure goods and services from external providers	
Class 7: How we are performing	
Class 8: Our commercial publications	

## Guide to Information available under the MPS classes

### Class 1: About the City of Glasgow College

Information about the City of Glasgow College, who we are, where to find us, how to contact us, how we are managed and our external relations.

#### General information about the City of Glasgow College

Description	Links/where to find the information
The name of the college, and the address of its principal office.	This information can be found on the home page of the College's website <a href="http://www.cityofglasgowcollege.ac.uk">www.cityofglasgowcollege.ac.uk</a> <i>or</i> by contacting the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222 <i>or</i> by sending an email request to <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a>
Names of the principal officers of the college including Principal, Depute Principal(s), Assistant Principal(s), Board Secretary, Heads of Department.	Names and profiles of the principal officers can be found at <a href="http://www.cityofglasgowcollege.ac.uk/about-us/staff-and-structure">http://www.cityofglasgowcollege.ac.uk/about-us/staff-and-structure</a> <i>or</i> by contacting the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222 <i>or</i> by sending an email request to <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a>
A description of the college's major organisational units and how these relate to each other	This information can be obtained by contacting the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222 <i>or</i> by sending an email request to <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a>

<p>Information on how to contact the college - initial point of contact covering areas likely to be of interest to enquirers</p>	<p>Contact details are included in the College Prospectus (full-time, part-time) <i>or</i> at  <a href="http://www.cityofglasgowcollege.ac.uk/contact-us">http://www.cityofglasgowcollege.ac.uk/contact-us</a>  Student and admission enquiries may be directed to Student Services, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6224.  General enquiries may be directed to the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222  <i>or</i> by sending an email request to  <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a></p>
<p>Information on the college's principal and other main locations, including campus maps</p>	<p>This information can be found at  <a href="http://www.cityofglasgowcollege.ac.uk/about-us/find-us">http://www.cityofglasgowcollege.ac.uk/about-us/find-us</a>  <i>or</i> by contacting the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222  <i>or</i> by sending an email request to  <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a></p>
<p>Opening hours of the college's principal office</p>	<p>Details of the opening hours of the College's principal office and of its other premises can be found at  <a href="http://www.cityofglasgowcollege.ac.uk/about-us/find-us">http://www.cityofglasgowcollege.ac.uk/about-us/find-us</a>  <i>or</i> by contacting the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222  <i>or</i> by sending an email request to  <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a></p>
<p>Information on the dates of the college's academic years including dates for the current academic year as well as future academic years, as far as known.</p>	<p>Dates can be found at  <a href="http://www.cityofglasgowcollege.ac.uk/students/academic-calendar">http://www.cityofglasgowcollege.ac.uk/students/academic-calendar</a>  <i>or</i> by contacting the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222  <i>or</i> by sending an email request to  <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a></p>



Dates of closure of the college, college calendar.	The College Calendar can be found at <a href="http://www.cityofglasgowcollege.ac.uk/students/academic-calendar">http://www.cityofglasgowcollege.ac.uk/students/academic-calendar</a> or by contacting the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222 or by sending an email request to <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a>
Procedures on how to complain about the college	Information about the process for making a complaint can be found at <a href="http://www.cityofglasgowcollege.ac.uk/about-us/comments-complaints-and-suggestions">http://www.cityofglasgowcollege.ac.uk/about-us/comments-complaints-and-suggestions</a> or by contacting the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222 or by sending an email request to <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a>
Arrangements for serving official documents on the college	Official documents should be addressed to: The Principal and Chief Executive, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP.
Customer codes or charters	The College does not hold this information

## Access to Information

Description	Links/where to find the information
Details of how to request information from the college - name, address and contact information of the College's main contact point for requests	General information requests should be addressed to the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222 or should be sent by email to <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a>
Details of how to request environmental information from the College - Name, address and contact information of the College's main contact point for environmental requests	Requests for environmental information should be addressed to the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222 or should be sent by email to <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a>
Institutional Freedom of Information policies and procedures, including information on requesting reviews or making complaints	This information may be obtained by writing to the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222 or by sending an email request to <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a>

<p>Institutional Environmental Policies and Procedures including information on requesting reviews or making complaints.</p>	<p>This information may be obtained by writing to the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222  <i>or</i> by sending an email request to  <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a></p>
<p>Single Model Publication Scheme 2013 and City of Glasgow College Guide to Information.</p>	<p>Copies of these documents may be obtained by writing to the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222  <i>or</i> by sending an email request to  <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a></p>
<p>Institutional Data Protection policies and procedures including procedures for dealing with subject access requests.</p>	<p>This information may be obtained by writing to the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222  <i>or</i> by sending an email request to  <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a></p>
<p>Charging schedule for environmental information provided in response to requests under the EIRs</p>	<p>This information is included in this Guide, and may also be obtained by writing to the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222  <i>or</i> by sending an email request to  <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a></p>
<p>Details of how to make subject access requests under the DPA - Name, address and contact information of the College's main contact point for requests</p>	<p>Requests for subject access under the DPA should be addressed to the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222  <i>or</i> should be sent be email to  <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a></p>

## Our constitution

Description	Links/where to find the information
<p>Information on how the college was established and its standing from a legal perspective e.g. Institutional status under the Further and Higher Education (Scotland) Act 1992.</p>	<p>A concise account of the College's history can be found at <a href="http://www.cityofglasgowcollege.ac.uk/about-us/history">http://www.cityofglasgowcollege.ac.uk/about-us/history</a>  <i>or</i> by contacting the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222  <i>or</i> by sending an email request to <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a>                      The College's Constitution can be found at <a href="http://www.cityofglasgowcollege.ac.uk/about-us/college-board-and-governance">http://www.cityofglasgowcollege.ac.uk/about-us/college-board-and-governance</a>  <i>or</i> by contacting the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222  <i>or</i> by sending an email request to <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a></p>

## Corporate Planning

Description	Links/where to find the information
<p>City of Glasgow College's Mission statement</p>	<p>The College's statement of Vision, Mission and Values can be found at <a href="http://www.cityofglasgowcollege.ac.uk/about-us/vision-mission-and-values">http://www.cityofglasgowcollege.ac.uk/about-us/vision-mission-and-values</a>  <i>or</i> by contacting the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222  <i>or</i> by sending an email request to <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a></p>
<p>City of Glasgow College's Strategic Plan</p>	<p>The College's Strategic Plan is in development. When complete and approved it can be obtained by contacting the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222  <i>or</i> by sending an email request to <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a></p>

Corporate strategies	<p>The Estates Strategy can be found at <a href="http://www.cityofglasgowcollege.ac.uk/about-us/new-campus-project">http://www.cityofglasgowcollege.ac.uk/about-us/new-campus-project</a>  <i>or</i> by contacting the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222  <i>or</i> by sending an email request to <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a>  Information on other corporate strategies may be obtained by writing to the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222  <i>or</i> by sending an email request to <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a></p>
Corporate policies	<p>Information on the College's corporate policies may be obtained by writing to the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222  <i>or</i> by sending an email request to <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a></p>
Internal procedures for planning and resource allocation	<p>Information on the College's internal procedures for planning and resource allocation may be obtained by writing to the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222  <i>or</i> by sending an email request to <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a></p>

## How the City of Glasgow College is run

Description	Links/where to find the information
The college's governance structures and operational procedures, e.g.	<p>The College's Constitution and Articles of the Board of Management, which include the Standing Orders, can be accessed by a link at <a href="http://www.cityofglasgowcollege.ac.uk/about-us/college-board-and-governance">http://www.cityofglasgowcollege.ac.uk/about-us/college-board-and-governance</a>  <i>or</i> may be obtained by contacting the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222  <i>or</i> by sending an email request to <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a></p>

The college's conflict of interests policies	The College's policies on conflict of interests can be found by accessing the link to the Code of Conduct to be found at <a href="http://www.cityofglasgowcollege.ac.uk/about-us/college-board-and-governance">http://www.cityofglasgowcollege.ac.uk/about-us/college-board-and-governance</a> or may be obtained by contacting the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222 or by sending an email request to <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a>
Register of interests for members of the governing body, senior management, and any other bodies or offices covered by the college's conflict of interest policies.	The Register of Interests can be found by accessing the links beneath the biographies of the members of the Board of Management to be found at <a href="http://www.cityofglasgowcollege.ac.uk/about-us/college-board-and-governance">http://www.cityofglasgowcollege.ac.uk/about-us/college-board-and-governance</a> or may be inspected at the College by contacting the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222 or by sending an email request to <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a>

## Diversity

Description	Links/where to find the information
Policies, procedures and guidelines relating to support and equality for disabled people and people with protected characteristics	The College's Statement on Diversity and Equalities can be found at or may be obtained by contacting Graeme Brewster or Fiona Price of the Equalities and Diversity Team, tel 0141 566 1587 or 0141 566 4185 or by sending an email request to <a href="mailto:diversity&amp;equalities@cityofglasgowcollege.ac.uk">diversity&amp;equalities@cityofglasgowcollege.ac.uk</a>
A description of the college's support structures for disability issues and people with protected characteristics	A detailed account of the College's support structures can be found by clicking the link to the Equalities Mainstreaming Report to be found at <a href="http://www.cityofglasgowcollege.ac.uk/about-us/diversity-and-equalities">http://www.cityofglasgowcollege.ac.uk/about-us/diversity-and-equalities</a> or may be obtained by contacting Graeme Brewster or Fiona Price of the Equalities and Diversity Team, tel 0141 566 1587 or 0141 566 4185 or by sending an email request to <a href="mailto:diversity&amp;equalities@cityofglasgowcollege.ac.uk">diversity&amp;equalities@cityofglasgowcollege.ac.uk</a>

<p>Details of how to get information about support for disabled people and people with protected characteristics</p>	<p>Information about support for disabled people and people with protected characteristics may be obtained by contacting Graeme Brewster or Fiona Price of the Equalities and Diversity Team, tel 0141 566 1587 or 0141 566 4185  <i>or</i> by sending an email request to <a href="mailto:diversity&amp;equalities@cityofglasgowcollege.ac.uk">diversity&amp;equalities@cityofglasgowcollege.ac.uk</a></p>
<p>The levels of accessibility of each of the college's main buildings and services</p>	<p>Detailed information about the accessibility of College buildings may be found at <a href="http://www.disabledgo.com/en/org/city-of-glasgow-college">http://www.disabledgo.com/en/org/city-of-glasgow-college</a>  <i>or</i> may be obtained by contacting Graeme Brewster or Fiona Price of the Equalities and Diversity Team, tel 0141 566 1587 or 0141 566 4185  <i>or</i> by sending an email request to <a href="mailto:diversity&amp;equalities@cityofglasgowcollege.ac.uk">diversity&amp;equalities@cityofglasgowcollege.ac.uk</a></p>
<p>The college's diversity and equality strategies.</p>	<p>The College's Diversity and Equalities Policy may be accessed through the link to be found at <a href="http://www.cityofglasgowcollege.ac.uk/about-us/diversity-and-equalities">http://www.cityofglasgowcollege.ac.uk/about-us/diversity-and-equalities</a>  <i>or</i> may be obtained by contacting Graeme Brewster or Fiona Price of the Equalities and Diversity Team, tel 0141 566 1587 or 0141 566 4185  <i>or</i> by sending an email request to <a href="mailto:diversity&amp;equalities@cityofglasgowcollege.ac.uk">diversity&amp;equalities@cityofglasgowcollege.ac.uk</a></p>
<p>Summary statistics on support for disability within the college</p>	<p>Comprehensive statistics are available in the College's Equality Mainstreaming Report, which can be accessed by clicking a link to be found at <a href="http://www.cityofglasgowcollege.ac.uk/about-us/diversity-and-equalities">http://www.cityofglasgowcollege.ac.uk/about-us/diversity-and-equalities</a>  <i>or</i> may be obtained by contacting Graeme Brewster or Fiona Price of the Equalities and Diversity Team, tel 0141 566 1587 or 0141 566 4185  <i>or</i> by sending an email request to <a href="mailto:diversity&amp;equalities@cityofglasgowcollege.ac.uk">diversity&amp;equalities@cityofglasgowcollege.ac.uk</a></p>

## Health and Safety

Description	Links/where to find the information
Policies, procedures and guidelines relating to health and safety	<p>The College's Health and Safety at Work Policy Statement can be obtained by writing to the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222</p> <p><i>or by sending an email request to</i>  <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a></p>
Annual reports to governing body on health and safety issues	<p>Reports to the Board of Management on health and safety issues can be obtained by writing to the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222</p> <p><i>or by sending an email request to</i>  <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a></p>
Mechanisms for monitoring and reporting on health and safety issues	<p>Information on the mechanisms for monitoring and reporting on health and safety issues can be obtained by writing to the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222</p> <p><i>or by sending an email request to</i>  <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a></p>
Summary statistics on accidents and incidents within the college	<p>Statistics on accidents and incidents within the College can be obtained by writing to the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222</p> <p><i>or by sending an email request to</i>  <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a></p>
Information on the college's support structures for health and safety	<p>Information on the College's support structures for health and safety can be obtained by writing to the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222</p> <p><i>or by sending an email request to</i>  <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a></p>
Contact details of how to get information about health and safety issues	<p>Information on health and safety issues can be obtained by writing to the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222</p> <p><i>or by sending an email request to</i>  <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a></p>

## External and community relations

Description	Links/where to find the information
Arrangements for keeping in touch with former staff and students including constitution of alumni organisations, services provided to alumni.	Information about the Alumni Association can be found at <a href="http://www.cityofglasgowcollege.ac.uk/students/alumni">http://www.cityofglasgowcollege.ac.uk/students/alumni</a> or by contacting the Alumni Officer by telephone on 0142 566 1559 or by email to <a href="mailto:alumni@cityofglasgowcollege.ac.uk">alumni@cityofglasgowcollege.ac.uk</a>
Facilities and services available to the local community.	Information on the College's community-based services can be obtained by writing to the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222 or by sending an email request to <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a>
Promotional material relating to institutional fundraising objectives, including fundraising plans and prospectuses.	The College does not currently hold information under this class. If it does hold such information at a later date, it will publish it on its website.
Information created specifically to publicise facilities and activities including press releases, college website, newsletters and magazines.	Information under this class can be found at <a href="http://www.cityofglasgowcollege.ac.uk/news-events">http://www.cityofglasgowcollege.ac.uk/news-events</a> or may be obtained by contacting the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222 or by sending an email request to <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a>
Subsidiary companies (wholly and part owned) and other significant financial interests	The College has no subsidiary companies or other significant financial interests
Strategic agreements with other bodies	Information about the College's strategic agreements with other organisations can be obtained by writing to the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222 or by sending an email request to <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a>



## Government and Regulator Relations

Description	Links/where to find the information
Funding body statistical reports and returns Information that the college is legally obliged to make available to its funding body	Returns made to the Scottish Funding Council (SFC) are available from the SFC <i>or</i> may be obtained by contacting the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222 <i>or</i> by sending an email request to <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a>
Reports on College by Her Majesty's Inspectorate of Education (HMIE) <ul style="list-style-type: none"> <li>• College reviews and follow-up reports.</li> <li>• Subject reviews and follow-up reports.</li> </ul>	Copies of HMIE reports <i>can</i> be obtained by contacting the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222 <i>or</i> by sending an email request to <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a>
Other statutory reports which the College is legally required to publish, including environmental regulatory reports, Education Scotland Reports and Outcome Agreements.	Copies of all reports which the College is legally required to publish can be obtained, or can be inspected at the College, by writing to the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222 <i>or</i> by sending an email request to <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a>
Statistical information on student admission, progression and completion which the college is required by the Funding Council to publish	Copies of all statistical reports which the College is required to publish by the SFC can be obtained, or can be inspected at the College, by writing to the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222 <i>or</i> by sending an email request to <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a>

## Class 2: How we deliver our functions and services

Information about our work, our strategy and policies for delivering functions and services and information for our service users.

### Student Administration & Support

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

Description	Links/where to find the information
Programmes offered by the college including structure and broad content of each programme and qualification gained if successful.	Detailed information on all courses can be found at <a href="http://www.cityofglasgowcollege.ac.uk/course-directory">http://www.cityofglasgowcollege.ac.uk/course-directory</a> There is an explanation of qualifications offered at <a href="http://www.cityofglasgowcollege.ac.uk/students/qualifications-explained">http://www.cityofglasgowcollege.ac.uk/students/qualifications-explained</a> This information can also be found in the College Prospectus (full time, part time), which can be downloaded by clicking the link at <a href="http://www.cityofglasgowcollege.ac.uk">http://www.cityofglasgowcollege.ac.uk</a> Copies of the Prospectus may also be obtained on request by telephoning 0141 566 6222 or sending an email to <a href="mailto:enquiries@cityofglasgowcollege.ac.uk">enquiries@cityofglasgowcollege.ac.uk</a>
The college's admissions procedures and policies including widening participation etc: <ul style="list-style-type: none"><li>• Information on how to obtain a prospectus, attend an open day, visit the college, apply for admission.</li><li>• General/course-specific entry requirements.</li><li>• Policies and procedures for dealing with applications, including those covering the assessment of external qualifications.</li><li>• The colleges widening participation policies</li></ul>	Information on how to apply can be found at <a href="http://www.cityofglasgowcollege.ac.uk/students/how-apply">http://www.cityofglasgowcollege.ac.uk/students/how-apply</a> Specific entry requirements for each course can be found at <a href="http://www.cityofglasgowcollege.ac.uk/course-directory">http://www.cityofglasgowcollege.ac.uk/course-directory</a> This information is also included in the College Prospectus. Information on policies and procedures relating to admissions, to the assessment of entry qualifications, and to widening participation can be obtained by sending an email request to <a href="mailto:enquiries@cityofglasgowcollege.ac.uk">enquiries@cityofglasgowcollege.ac.uk</a> or by telephoning 0141 566 6222

<p>Tuition fees and other charges to students. Including information on</p> <ul style="list-style-type: none"> <li>the college's tuition fees (for home/EU and overseas students) and any other costs to students (identifying whether these are compulsory),</li> <li>when payment must be made, how payments can be made, and whether instalment options are available.</li> </ul>	<p>General information on fees may be found at <a href="http://www.cityofglasgowcollege.ac.uk/students/money-matters">http://www.cityofglasgowcollege.ac.uk/students/money-matters</a> and is also included in the College Prospectus, copies of which can be obtained by sending an email request to <a href="mailto:enquiries@cityofglasgowcollege.ac.uk">enquiries@cityofglasgowcollege.ac.uk</a> or by telephoning 0141 566 6222</p> <p>More detailed information about fees and arrangements for payment can be obtained by contacting the Student Services Department either by telephone on tel. 0141 566 6224, or by email to <a href="mailto:enquiries@cityofglasgowcollege.ac.uk">enquiries@cityofglasgowcollege.ac.uk</a></p>
<p>The college's arrangements for registering students including policies and procedures covering student enrolment</p>	<p>Information on registration and enrolment procedures can be obtained by contacting the Student Services Department either by telephone on tel. 0141 566 6224, or by email to <a href="mailto:enquiries@cityofglasgowcollege.ac.uk">enquiries@cityofglasgowcollege.ac.uk</a></p>
<p>Arrangements for assessments and examinations Examination periods/timetables.</p> <ul style="list-style-type: none"> <li>Assessment and examination procedures, including oral examinations.</li> <li>Assessment and examination regulations, including policies and practices on breaches of regulations.</li> <li>Appeals procedures</li> <li>Regulations governing student progression</li> <li>Regulations governing access to courses.</li> <li>Regulations about availability of resit examinations.</li> <li>Regulations and practices governing changes of programme</li> </ul>	<p>Information about the appeals procedure is available by clicking the link to be found at <a href="http://www.cityofglasgowcollege.ac.uk/about-us/academic-assessment-appeals">http://www.cityofglasgowcollege.ac.uk/about-us/academic-assessment-appeals</a></p> <p>Information about appeals, and about regulations and procedures concerning assessment, progression, access, resit examinations and changes of programme, can be obtained by contacting the Student Services Department either by telephone on tel. 0141 566 6224, or by email to <a href="mailto:enquiries@cityofglasgowcollege.ac.uk">enquiries@cityofglasgowcollege.ac.uk</a></p>
<p>Description and availability of the academic and non-academic learning support services offered by the college This class should include information on: learning development and support; personal development advice; services for students with special needs.</p>	<p>A summary of the College's academic and non-academic support services can be found at <a href="http://www.cityofglasgowcollege.ac.uk/students/here-help">http://www.cityofglasgowcollege.ac.uk/students/here-help</a> and <a href="http://www.cityofglasgowcollege.ac.uk/students/supporting-your-learning">http://www.cityofglasgowcollege.ac.uk/students/supporting-your-learning</a></p> <p>More detailed information can be accessed by clicking links from these pages, and can also be obtained by contacting the Student Services Department either by telephone on tel. 0141 566 6224, or by email to <a href="mailto:enquiries@cityofglasgowcollege.ac.uk">enquiries@cityofglasgowcollege.ac.uk</a></p>
<p>Student liaison including</p> <ul style="list-style-type: none"> <li>The structure and functioning meetings of staff/student consultative committees or other liaison groups.</li> <li>Terms of Reference of staff/student liaison committee(s). Minutes and papers of staff/student liaison committee(s) meetings</li> </ul>	<p>Information about student liaison arrangements can be obtained by contacting the Student Services Department either by telephone on tel. 0141 566 6224, or by email to <a href="mailto:enquiries@cityofglasgowcollege.ac.uk">enquiries@cityofglasgowcollege.ac.uk</a></p>

<p>A description of the availability and range of the college's welfare and advice services.</p>	<p>A summary of the College's welfare services can be found at the following addresses  <a href="http://www.cityofglasgowcollege.ac.uk/students/here-help">http://www.cityofglasgowcollege.ac.uk/students/here-help</a>  <a href="http://www.cityofglasgowcollege.ac.uk/students/looked-after-young-people">http://www.cityofglasgowcollege.ac.uk/students/looked-after-young-people</a>  <a href="http://www.cityofglasgowcollege.ac.uk/students/spiritual-care">http://www.cityofglasgowcollege.ac.uk/students/spiritual-care</a>  <a href="http://www.cityofglasgowcollege.ac.uk/students/money-matters">http://www.cityofglasgowcollege.ac.uk/students/money-matters</a>  More detailed information can be accessed by clicking links from these pages, and can also be obtained by contacting the Student Services Department either by telephone on tel. 0141 566 6224, or by email to <a href="mailto:enquiries@cityofglasgowcollege.ac.uk">enquiries@cityofglasgowcollege.ac.uk</a></p>
<p>A description of the college's chaplaincy services including information about support for staff and students belonging to different denominations and faiths.</p>	<p>A description of the College's Chaplaincy services can be found at  <a href="http://www.cityofglasgowcollege.ac.uk/students/spiritual-care">http://www.cityofglasgowcollege.ac.uk/students/spiritual-care</a>  or by contacting the Student Services Department either by telephone on tel. 0141 566 6224, or by email to <a href="mailto:enquiries@cityofglasgowcollege.ac.uk">enquiries@cityofglasgowcollege.ac.uk</a></p>
<p>A description of the medical support services provided by the college for students.</p>	<p>Advice on NHS registration and on student health is available from by contacting the Student Services Department either by telephone on tel. 0141 566 6224, or by email to <a href="mailto:enquiries@cityofglasgowcollege.ac.uk">enquiries@cityofglasgowcollege.ac.uk</a></p>
<p>Availability, conditions of use and range of services offered by the college's careers service, including opening hours and location.</p>	<p>Information about the College's careers advice services can be found at  <a href="http://www.cityofglasgowcollege.ac.uk/students/your-career">http://www.cityofglasgowcollege.ac.uk/students/your-career</a>  and can also be obtained by contacting the Student Services Department either by telephone on tel. 0141 566 6224, or by email to <a href="mailto:enquiries@cityofglasgowcollege.ac.uk">enquiries@cityofglasgowcollege.ac.uk</a></p>
<p>Availability, conditions of use and range of sporting and recreational facilities offered by the college, including information about entitlement to use facilities, facilities available, charges, etc.</p>	<p>Information on the facilities available to students can be found at  <a href="http://www.cityofglasgowcollege.ac.uk/students/facilities">http://www.cityofglasgowcollege.ac.uk/students/facilities</a>  and can also be obtained by contacting the Student Services Department either by telephone on tel. 0141 566 6224, or by email to <a href="mailto:enquiries@cityofglasgowcollege.ac.uk">enquiries@cityofglasgowcollege.ac.uk</a></p>

<p>The college's policies on the collection, maintenance and use of personal information about students.</p> <ul style="list-style-type: none"> <li>• Policies and procedures covering the collection, checking, maintenance and disposal of data, management of the student records system itself, and allocation of responsibilities to staff.</li> <li>• Arrangements for the provision of data to SQA, SFC, and other bodies with statutory rights to data.</li> </ul>	<p>Information on the College's policies concerning the use of personal information about students can be obtained by contacting the Head of Student Records either by telephone on 0141 566 6222 or by email to <a href="mailto:Louise.Anderson@cityofglasgowcollege.ac.uk">Louise.Anderson@cityofglasgowcollege.ac.uk</a></p>
<p>The college's policies and procedures for disciplinary proceedings against students</p> <ul style="list-style-type: none"> <li>• Code of student discipline and other policy and procedure documents. Internal and external Appeals procedures</li> <li>• Availability, conditions of use and range of accommodation services offered by the college</li> <li>• Information about availability of accommodation, prices, application processes, letting arrangements, lease conditions, availability to the public in vacations</li> </ul>	<p>The College's policy and procedures on student discipline can be inspected at the College, or copies can be sent, by contacting the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222 <i>or</i> by sending an email request to <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a></p>
<p>Information about awards ceremonies</p> <ul style="list-style-type: none"> <li>• Dates and details of ceremonies for the current academic year.</li> <li>• Attendance and ticketing information, Academic Dress information, costs.</li> <li>• Information on Photographic and Video facilities</li> </ul>	<p>Information about the College's awards ceremonies can be obtained by writing to the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222 <i>or</i> by sending an email request to <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a></p>
<p>Procedures for dealing with student complaints about the college</p> <ul style="list-style-type: none"> <li>• Information on how to register a complaint.</li> <li>• Procedural information on how complaints will be dealt with.</li> <li>• Procedural information on any internal and external appeals mechanisms.</li> <li>• Where different arrangements apply to different types of complaints (e.g. accommodation, learning support, examinations) colleges should provide information about all of these.</li> </ul>	<p>An online facility for lodging a complaint can be accessed at <a href="http://www.cityofglasgowcollege.ac.uk/about-us/comments-complaints-and-suggestions">http://www.cityofglasgowcollege.ac.uk/about-us/comments-complaints-and-suggestions</a> Information on student complaints procedure is also available from the Head of Quality Systems, who can be contacted by telephone on 0141 566 6222 or by email to <a href="mailto:James.Burns@cityofglasgowcollege.ac.uk">James.Burns@cityofglasgowcollege.ac.uk</a></p>
<p>The legal and structural basis of the college's relationships with the Students Union/Association (signposting only)</p> <ul style="list-style-type: none"> <li>• Agreements, protocols, etc governing the college's relationship with the Union.</li> <li>• Details of Union representation on institutional committees etc., and institutional representation on Union boards or committees.</li> <li>• Funding provided to the Union</li> </ul>	<p>Information on the College's relationship with the Student Association can be obtained by contacting the Student Services Department either by telephone on tel. 0141 566 6224, or by email to <a href="mailto:enquiries@cityofglasgowcollege.ac.uk">enquiries@cityofglasgowcollege.ac.uk</a></p>

<p>Information on the operation and activities of the Students Union and other student clubs including</p> <ul style="list-style-type: none"> <li>• Constitution, Code of Practice, List of Officers and any other related documents about the Students Union/Association.</li> <li>• Information about student clubs</li> </ul>	<p>Information about the Student Association, its officers, and student clubs can be found at <a href="http://www.cityofglasgowcollege.ac.uk/students/your-student-association">http://www.cityofglasgowcollege.ac.uk/students/your-student-association</a> and can also be obtained by contacting the Student Services Department either by telephone on tel. 0141 566 6224, or by email to <a href="mailto:enquiries@cityofglasgowcollege.ac.uk">enquiries@cityofglasgowcollege.ac.uk</a></p>
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## Teaching Quality

Description	Links/where to find the information
<p>Programme approval and monitoring arrangements:</p> <ul style="list-style-type: none"> <li>• Programme specifications.</li> <li>• Statement of the respective roles, responsibilities and authority of bodies involved in programme approval and review.</li> <li>• Key outcomes of programme approval, and annual monitoring and review processes.</li> <li>• Periodic reports of departmental major programme reviews.</li> <li>• Reference to Outcome Agreements Strands 2,3, and 4</li> </ul>	<p>Information about the Course Development and Approval can be obtained by contacting the Head of Quality Assurance, who can be contacted by telephone on 0141 566 6222 or by email to <a href="mailto:Douglas.Dickson@cityofglasgowcollege.ac.uk">Douglas.Dickson@cityofglasgowcollege.ac.uk</a></p>
<p>Anonymous summary results of surveys of student satisfaction with the City of Glasgow College e.g. Student perceptions of:</p> <ul style="list-style-type: none"> <li>• Arrangements for academic support and guidance.</li> <li>• Library services and IT support,</li> <li>• suitability of accommodation, equipment and facilities for teaching and learning.</li> <li>• Quality of teaching and the range of teaching and learning methods.</li> <li>• Assessment arrangements.</li> <li>• Quality of pastoral support.</li> </ul>	<p>Summary results from student questionnaires can be obtained from the Head of Quality Systems, who can be contacted by telephone on 0141 566 6222 or by email to <a href="mailto:James.Burns@cityofglasgowcollege.ac.uk">James.Burns@cityofglasgowcollege.ac.uk</a></p>
<p>The nature of and duration of accreditation by professional, statutory or regulatory bodies, including accreditation and monitoring reports.</p>	<p>Information on the nature of and duration of accreditation by professional, statutory or regulatory bodies, including accreditation and monitoring reports can be obtained by contacting the Head of Quality Assurance, who can be contacted by telephone on 0141 566 6222 or by email to <a href="mailto:Douglas.Dickson@cityofglasgowcollege.ac.uk">Douglas.Dickson@cityofglasgowcollege.ac.uk</a></p>
<p>A description of courses where the college acts as an external examination body or validates the examinations and qualifications of others, including 'joint awards'. List of courses, description of validation procedures.</p>	<p>Information on courses where the college acts as an external examination body or validates the examinations and qualifications of others can be obtained by contacting the Head of Quality Assurance, who can be contacted by telephone on 0141 566 6222 or by email to <a href="mailto:Douglas.Dickson@cityofglasgowcollege.ac.uk">Douglas.Dickson@cityofglasgowcollege.ac.uk</a></p>

Description	Links/where to find the information
<p>Quality assurance assessments of the college's provision e.g.</p> <ul style="list-style-type: none"> <li>• Reports submitted to (and received from) external accreditation bodies relating to assessment of the college's provision.</li> <li>• Reports from bodies such as SQA, Customer Service Excellence, Investors in People etc.</li> <li>• Education Scotland reports on teaching quality.</li> </ul>	<p>Information on the Quality assurance assessments of the college's provision can be obtained by contacting the Head of Quality Systems, who can be contacted by telephone on 0141 566 6222 or by email to <a href="mailto:James.Burns@cityofglasgowcollege.ac.uk">James.Burns@cityofglasgowcollege.ac.uk</a></p> <p>The College External Review Report can be found at: <a href="http://www.educationscotland.gov.uk/Images/CityofGlasgowRev240812_tcm4-729827.pdf">http://www.educationscotland.gov.uk/Images/CityofGlasgowRev240812_tcm4-729827.pdf</a></p>
<p>Institutional internal reviews e.g.</p> <ul style="list-style-type: none"> <li>• Summary of the findings and evidence presented to teams undertaking the college's own internal reviews of quality and standards</li> <li>• Range of teaching methods used.</li> <li>• Availability and use of specialist equipment, other resources and materials to support teaching and learning.</li> <li>• Staff access to professional development.</li> <li>• Peer observation and mentoring programmes.</li> <li>• Use of external benchmarking and other comparators, both home and overseas.</li> <li>• Information and links to local partnerships</li> <li>• Involvement of external peers in the review method, their observations, and the action taken in response</li> </ul>	<p>Information regarding Institutional internal reviews can be obtained by writing to the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222 or by sending an email request to <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a></p>

## Information Services

Description	Links/where to find the information
<p>Availability and conditions of use of library facilities. Library catalogue if publicly available. Including:</p> <ul style="list-style-type: none"> <li>• Information about who can access systems and services and the facilities that they can access.</li> <li>• Opening hours of libraries.</li> <li>• General rules and conditions of use (e.g. on smoking, drinking, eating, use of mobile phones; policies with regard to law such as copyright; use of national and/or external services.)</li> <li>• List of charges and fines</li> </ul>	<p>Information about library facilities, including the range of services, opening hours, guidance on copyright, the tariff of fines, and the facility to search the library catalogue online, is available at  <a href="http://www.cityofglasgowcollege.ac.uk/students/library">http://www.cityofglasgowcollege.ac.uk/students/library</a>            This information can also be obtained by requesting it by sending an email to <a href="mailto:library@cityofglasgowcollege.ac.uk">library@cityofglasgowcollege.ac.uk</a> or by telephoning 0141 566 6222</p>
<p>Availability and conditions of use of computing facilities. Including:</p> <ul style="list-style-type: none"> <li>• Information about who can access systems and services and the facilities that they can access.</li> <li>• Opening hours of computing facilities.</li> <li>• General rules and conditions of use (e.g. on smoking, drinking, eating, use of mobile phones; policies with regard to law such as copyright; mail spamming/ bombing)</li> <li>• Computing code of practice.</li> <li>• Use of national/external services.</li> <li>• Details of logging, monitoring and procedures followed in case of breach of conditions of use should also be included here (e.g. RIPA<sup>4</sup>).</li> </ul>	<p>Any registered student or member of staff with an authenticated login to the college network can access college facilities during opening hours. For information about opening hours please check the college website at  <a href="http://www.cityofglasgowcollege.ac.uk/">http://www.cityofglasgowcollege.ac.uk/</a>            Both staff and student users of college facilities have to adhere to the college Acceptable Use Policy. Staff users have also to adhere to the requirements of the Data Protection act and the college Data Security Policy.            The college uses JANET for the provision of internet access and accepts to the rules set by JANET for the blocked site lists. Email and web filtering is in place. Logs exist for sites visited and email traffic exchanged.            We adhere to the requirements of RIPA in case there is a breach of conditions.</p>

<sup>4</sup> Regulation of Investigatory Powers Act



<p>High-level aims and strategies of information services units and definition of the service provided.</p>	<p>The high level aim is: <b><i>“To ensure that teaching, learning and college business processes are technology rich, efficient, effective and integrated.”</i></b></p> <p>What is essential is a holistic integrated approach, covering both corporate systems and learning technologies, to Information Service Delivery. The key is system integration of the various existing commercially available business applications through appropriate ‘application development’ of a ‘presentation layer’.</p> <ol style="list-style-type: none"> <li>a) To facilitate the best teaching, learning and administration systems</li> <li>b) To deliver improved efficiency of business processes through integration</li> <li>c) To provide a co-ordinated and coherent approach to the development, deployment and support of ISLT</li> <li>d) To introduce a standards based college-wide Information Service: <i>information to the point of need at the time of need for all users, irrespective of their geographical location</i></li> <li>e) To support a consistent (base) level of technology across all learning spaces, as a minimum – a separate ‘base level of technology’ will be necessary dependent on the physical environment within which the ISLT solution is deployed – general classroom as opposed to a specialist workshop e.g construction, bakery</li> <li>f) To provide a single user-friendly interface to all services</li> <li>g) To provide a unified network infrastructure that is capable of transporting all types of digital media resources including Voice and CCTV</li> <li>h) To provide secure and effective storage and backup facilities</li> <li>i) To deliver a resilient network infrastructure.</li> </ol> <p>Alternatively, copies of the above information are available by contacting the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222, or by sending an email to <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a></p>
<p>Information services policies and procedures. Including:</p> <ul style="list-style-type: none"> <li>• Use of social media</li> <li>• Notice and take-down procedures</li> </ul>	<p>For information related to this section please refer to the existing Acceptable Use Policy, which is obtainable on request by contacting the IT Service desk on 0141 566 4477 or by email to <a href="mailto:itservicedesk@cityofglasgowcollege.ac.uk">itservicedesk@cityofglasgowcollege.ac.uk</a></p>

### Class 3: How we take decisions and what we have decided

Information about the decisions we take, how we make decisions and how we involve others.

Description	Links/where to find the information
The activities of major committees with devolved decision-making powers	The Constitution and Articles of Government of the Board of Management (which include the Standing Orders), the remits and membership of all Board Committees, and the Minutes of meetings of the Board of Management can all be accessed at <a href="http://www.cityofglasgowcollege.ac.uk/about-us/college-board-and-governance">http://www.cityofglasgowcollege.ac.uk/about-us/college-board-and-governance</a> Agendas of meetings of the Board and Agendas and Minutes of Board committees and of the Academic Board
Public consultation and engagement strategies	The College does not currently hold information under this class
Reports of regulatory inspections, audits and investigations carried out by the City of Glasgow College	Copies of reports of regulatory inspections, audits and investigations may be inspected at the College, or copies sent on request, by contacting the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222, or by sending an email to <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a>
Environmental impact studies and risk assessments which underpin decisions that the City of Glasgow College takes, including the facts and analysis.	These studies and assessments may be inspected at the College, or copies sent on request, by contacting the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222, or by sending an email to <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a>

## Class 4: What we spend and how we spend it

Information about our strategy for, and management of, financial resources (in sufficient detail to explain how we plan to spend public money and what has actually been spent).

Description	Links/where to find the information
Financial statements approved by the governing body	<p>The College's Annual Report, which includes the Financial Statements, can be found by clicking the link at <a href="http://www.cityofglasgowcollege.ac.uk/about-us/college-board-and-governance">http://www.cityofglasgowcollege.ac.uk/about-us/college-board-and-governance</a></p> <p>It may also be inspected at the College, or copies sent on request, by contacting the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222, or by sending an email to <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a></p>
Policies and procedures for making budgetary allocations to major budgetary units	<p>Policies and procedures for budgetary allocations may be inspected at the College, or copies sent on request, by contacting the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222, or by sending an email to <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a></p>
Summary of budgetary allocations to major budgetary units	<p>A summary of budgetary allocations may be inspected at the College, or copies sent on request, by contacting the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222, or by sending an email to <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a></p>
Financial regulations: College's financial administration manual, including	<p>The College's Financial Regulations may be inspected at the College, or copies sent on request, by contacting the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222, or by sending an email to <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a></p>
Summary information on the college's major insurance policies - names and addresses of the college's insurers and broad information on the range of risks covered.	<p>Information on the College's major insurance policies is available for inspection at the College, or requests for copies can be made, by contacting the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222, or by sending an email to <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a></p>

Summary information on institutional endowments and investments	Information on the College's endowments and investments is available for inspection at the College, or requests for copies can be made, by contacting the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222, or by sending an email to <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a>
Plans for use of major external capital and other sources of external funding e.g. information relating to external funding received by the college, e.g. European Social Fund, European Regional Development Fund	Information on the use of external funding can be obtained by contacting the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222, or by sending an email to <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a>
Expenses policies and procedures	Information on expenses policies and procedures is available for inspection at the College, or requests for copies can be made, by contacting the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222, or by sending an email to <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a>
Senior staff/Board member expenses at category level e.g. travel, subsistence and accommodation	Information on senior staff and Board member expenses can be obtained by contacting the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222, or by sending an email to <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a>
Board member remuneration, other than expenses	Board members are not remunerated other than for expenses
Pay and grading structures (levels of pay, rather than individual salaries)	Information on pay and grading structures can be obtained by contacting the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222, or by sending an email to <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a>
Salary awards, bonuses and staff benefits	Information on salary awards, bonuses and staff benefits can be obtained by contacting the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222, or by sending an email to <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a>
Senior staff salaries e.g. Principal and senior management team	Information on senior staff salaries can be obtained by contacting the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222, or by sending an email to <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a>

Funding awards made by the City of Glasgow College, how to apply for them and funding awards made by the City of Glasgow College

Information on funding awards made by the College is included in the College Prospectus, which can be downloaded by clicking the link at <http://www.cityofglasgowcollege.ac.uk>  
Copies of the Prospectus may also be obtained by telephoning 0141 566 6222 or by sending an email to [enquiries@cityofglasgowcollege.ac.uk](mailto:enquiries@cityofglasgowcollege.ac.uk)

## Class 5: How we manage our human, physical and information resources

Information about how we manage the human, physical and information resources of the authority.

### Human Resources

Description	Links/where to find the information
Statistical information on staff - at institutional level by grade, sex, etc.	Statistical information on staff may be inspected in the College, or copies can be sent on receipt of a request, by contacting the Director of Human Resources and Organisational Development, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222
Staffing structure	Information on the staffing structure may be inspected in the College, or copies can be sent on receipt of a request, by contacting the Director of Human Resources and Organisational Development, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222
Policies, statements, procedures and guidelines relating to recruitment	Information on recruitment policies, procedures and guidelines may be inspected in the College, or copies can be sent on receipt of a request, by contacting the Director of Human Resources and Organisational Development, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222
Policies and procedures relating to performance management e.g. information on probation and appraisal arrangements	Information on performance management policies and procedures may be inspected in the College, or copies can be sent on receipt of a request, by contacting the Director of Human Resources and Organisational Development, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222
Policies, statements, procedures, guidelines and statistics relating to promotion, re-grading and salary reviews including statistical information on outcomes	Information on policies, procedures, guidelines and statistics relating to promotion etc may be inspected in the College, or copies can be sent on receipt of a request, by contacting the Director of Human Resources and Organisational Development, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222
Policies and guidelines on pension arrangements for staff e.g. <ul style="list-style-type: none"> <li>• Contribution rates (institutional and employee).</li> <li>• Benefits and benefit accrual rates.</li> <li>• Funding valuations of pension schemes</li> </ul>	Information on pension arrangements may be inspected in the College, or copies can be sent on receipt of a request, by contacting the Director of Human Resources and Organisational Development, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222

Description	Links/where to find the information
Disciplinary procedures and policies e.g. <ul style="list-style-type: none"> <li>• Harassment and bullying policy.</li> <li>• Other Human Resources policies not covered by any other class, where disciplinary action may follow if breached.</li> </ul>	Information on staff disciplinary and related policy and procedures may be inspected in the College, or copies can be sent on receipt of a request, by contacting the Director of Human Resources and Organisational Development, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222
Grievance procedures and policies	Information on grievance policies and procedures may be inspected in the College, or copies can be sent on receipt of a request, by contacting the Director of Human Resources and Organisational Development, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222
Race equality policies as required under the Race Relations Amendment Act 2000.	Information about the College's race equality policies can be found at <a href="http://www.cityofglasgowcollege.ac.uk/about-us/race">http://www.cityofglasgowcollege.ac.uk/about-us/race</a> or by contacting the Diversity and Equalities Manager by email to <a href="mailto:diversity&amp;equalities@cityofglasgowcollege.ac.uk">diversity&amp;equalities@cityofglasgowcollege.ac.uk</a> or by telephone on 0141 566 1587 or 4185
Equality and diversity policies, statements, procedures, and guidelines.	Information on the College's equality and diversity policies can be found at <a href="http://www.cityofglasgowcollege.ac.uk/about-us/diversity-and-equalities">http://www.cityofglasgowcollege.ac.uk/about-us/diversity-and-equalities</a> and in the various publications which can be accessed by clicking links from that page. Information is also available by contacting the Diversity and Equalities Manager by email to <a href="mailto:diversity&amp;equalities@cityofglasgowcollege.ac.uk">diversity&amp;equalities@cityofglasgowcollege.ac.uk</a> or by telephone on 0141 566 1587 or 4185
Information required for compliance with the Public Interest Disclosure Act	Information about the College's arrangements for compliance with the Public Interest Disclosure Act may be inspected in the College, or copies can be sent on receipt of a request, by contacting the Director of Human Resources and Organisational Development, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222
Policies and procedures relating to the on-going development of staff <ul style="list-style-type: none"> <li>• Induction arrangements.</li> <li>• Access to internal and external training opportunities</li> </ul>	Information on staff induction and training may be inspected in the College, or copies can be sent on receipt of a request, by contacting the Director of Human Resources and Organisational Development, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222

Description	Links/where to find the information
Description of the facilities and services available to members of staff.	Information on the facilities and services available to members of staff may be inspected in the College, or copies can be sent on receipt of a request, by contacting the Director of Human Resources and Organisational Development, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222
Employee relations structures and agreement reached with recognised trade unions and professional organisations	Information on relations with recognised trades unions and professional organisations may be inspected in the College, or copies can be sent on receipt of a request, by contacting the Director of Human Resources and Organisational Development, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222



## Physical Resources

Description	Links/where to find the information
Overview of the college's estate e.g. <ul style="list-style-type: none"> <li>• Location, size, usage, and condition of major buildings.</li> <li>• Details of listed buildings</li> </ul>	The location of all College premises can be found at <a href="http://www.cityofglasgowcollege.ac.uk/about-us/find-us">http://www.cityofglasgowcollege.ac.uk/about-us/find-us</a> Where information is held about the size, usage and condition of buildings and about their listed status, it can be requested in writing from the Director of Estates or by telephone to 0141 566 6222
Plans for major changes to the estate e.g. additions to/disposals of major components of estate.	Information on plans for the new campus project can be obtained by contacting the Vice Principal, New Campus and Estates, either by making a written request or by telephoning 0141 566 6222
Summary information about buildings under construction	Information on buildings under construction can be obtained by contacting the Vice Principal, New Campus and Estates, either by making a written request or by telephoning 0141 566 6222
Maintenance arrangements and policies for buildings and grounds including long-term/programmed maintenance arrangements and schedules.	Information about maintenance arrangements and policies for buildings and grounds can be requested in writing from the Director of Estates or by telephone to 0141 566 6222
Performance indicators on major estates functions	Information on performance indicators for major estates functions can be obtained by contacting the Vice Principal, New Campus and Estates, either by making a written request or by telephoning 0141 566 6222
The college's environmental policies, practices and overview of their impact <ul style="list-style-type: none"> <li>• Energy consumption.</li> <li>• Recycling policies and arrangements.</li> <li>• Transport policies and arrangements.</li> <li>• Information which is required to be published under environmental legislation</li> </ul>	Information on environmental policies and practices and their impact can be obtained by contacting the Vice Principal, New Campus and Estates, either by making a written request or by telephoning 0141 566 6222

## Information Resources

Description	Links/where to find the information
<p>The college's policy on the collection, maintenance and use of personal information about staff.</p> <ul style="list-style-type: none"> <li>• Policies and procedures covering the collection, checking, maintenance and disposal of data, management of the staff records system itself, and allocation of responsibilities to staff.</li> <li>• Arrangements for making subject access requests.</li> </ul>	<p>Information on the College's policy on the collection, maintenance and use of staff personal information may be inspected in the College, or copies can be sent on receipt of a request, by contacting the Director of Human Resources and Organisational Development, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222</p>
<p>Records management policy, including records retention schedule.</p>	<p>Information on records management policy, including records retention schedule, may be inspected at the College, or requests for copies can be made, by contacting the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222, or by sending an email to <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a></p>
<p>Information governance/asset management policies and procedures.</p>	<p>Information on governance/asset management policies and procedures may be inspected at the College, or requests for copies can be made, by contacting the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222, or by sending an email to <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a></p>
<p>Knowledge management policies and procedures.</p>	<p>Information on knowledge management policies and procedures may be inspected at the College, or requests for copies can be made, by contacting the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222, or by sending an email to <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a></p>
<p>List of statistical information published by the City of Glasgow College</p>	<p>A list of the statistical information published by the City of Glasgow College may be inspected at the College, or requests for copies can be made, by contacting the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222, or by sending an email to <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a></p>

## Class 6: How we procure goods and services from external providers

Information about how we procure goods and services, and our contracts with external providers.

Description	Links/where to find the information
College's policies on major procurement exercises	Information on the College's policies on major procurements can be obtained by telephoning 0141 271 6309, or by sending an email to <a href="mailto:lisa.irvine@cityofglasgowcollege.ac.uk">lisa.irvine@cityofglasgowcollege.ac.uk</a>
Procurement procedures: <ul style="list-style-type: none"> <li>• College's procurement and purchasing manuals.</li> <li>• Contact information for staff seeking advice on procurement or purchasing.</li> <li>• Contact information for potential suppliers.</li> </ul>	Information on the College's procurement procedures can be obtained by telephoning 0141 271 6309, or by sending an email to <a href="mailto:lisa.irvine@cityofglasgowcollege.ac.uk">lisa.irvine@cityofglasgowcollege.ac.uk</a>
Procurement contacts: <ul style="list-style-type: none"> <li>• Contact information for procurement and purchasing information.</li> <li>• Contact information for staff seeking advice on procurement or purchasing.</li> </ul>	Information on the College's contacts can be found at <a href="http://www.cityofglasgowcollege.ac.uk/about-us/procurement-tenders">http://www.cityofglasgowcollege.ac.uk/about-us/procurement-tenders</a> , and can also be obtained by telephoning 0141 271 6309, or by sending an email to <a href="mailto:lisa.irvine@cityofglasgowcollege.ac.uk">lisa.irvine@cityofglasgowcollege.ac.uk</a>
Planned procurements: Summary information about the college's significant planned procurements (i.e. those subject to formal EU procurement processes) required by EU legislation Prior Information Notices (PINs) including when detailed information should be available, expected date of appearance in EU Journal.	In the event of any significant planned procurement, information would be published on the College's website, and could also be obtained by telephoning 0141 271 6309, or by sending an email to <a href="mailto:lisa.irvine@cityofglasgowcollege.ac.uk">lisa.irvine@cityofglasgowcollege.ac.uk</a>
Tender documentation - EU prescribed documentation for significant procurements, which the college is required to publish in the EU Journal	Information about any tenders requiring EU prescribed documentation would be published on the College's website, and could also be obtained by telephoning 0141 271 6309, or by sending an email to <a href="mailto:lisa.irvine@cityofglasgowcollege.ac.uk">lisa.irvine@cityofglasgowcollege.ac.uk</a>
Supplier contracts: <ul style="list-style-type: none"> <li>• EU-prescribed award notices of major contracts over EU thresholds</li> <li>• Goods covered by the contract, name of the supplier, period of the contract, approximate value of the contract, expected date for re-tendering for the contract</li> </ul>	Information on supplier contracts can be found at <a href="http://www.cityofglasgowcollege.ac.uk/about-us/procurement-tenders">http://www.cityofglasgowcollege.ac.uk/about-us/procurement-tenders</a> , and can also be obtained by telephoning 0141 271 6309, or by sending an email to <a href="mailto:lisa.irvine@cityofglasgowcollege.ac.uk">lisa.irvine@cityofglasgowcollege.ac.uk</a>

## Class 7: How we are performing

Information about how we perform as an organisation, and how well we deliver our functions and services.

Description	Links/where to find the information
Indicators used by the governing body and senior management to measure overall institutional performance, and actual performance against performance indicators	Information on performance indicators used by the College and on actual performance against the indicators may be inspected at the College, or requests for copies can be made, by contacting the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222, or by sending an email to <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a>
Environmental reports	Copies of environmental reports may be inspected at the College, or requests for copies can be made, by contacting the College Secretary, City of Glasgow College, 60 North Hanover Street, Glasgow G1 2BP, tel. 0141 566 6222, or by sending an email to <a href="mailto:Ann.Butcher@cityofglasgowcollege.ac.uk">Ann.Butcher@cityofglasgowcollege.ac.uk</a>

## Class 8: Our commercial publications

Information packaged and made available for sale on a commercial basis and sold at market value through a retail outlet e.g, bookshop, museum or research journal.

Description	Links/where to find the information
Information packaged and made available for sale on a commercial basis and sold at market value through a retail outlet	The College currently has no publications in this class