



POLICY REGISTER

Reference UKV-QA-REG | Version 3.0

UK Versity Online Limited | BAC Accredited College | UKPRN 10052768

Document	Policy Register: Quality and Compliance Policy Suite
Reference	UKV-QA-REG
Version	3.0
Effective date	1 October 2026
Next review	September 2027
Owner	Quality Manager (Shazia Khan)
Author	Director of Education
Approved by	Principal (Ramanjeet Singh), on behalf of the Academic Board
Approval date	1 October 2026

1. About this register

This register is the master record of UK Versity's quality and compliance policies. It lists every controlled policy, its fixed reference, owner, version, status and review date, the awarding organisation editions that sit alongside the core suite, the documents each policy replaces, and the points to confirm before publication.

The suite was rebuilt in full as Version 3.0, effective 1 October 2026. It consolidates the policies previously held in the UK Versity Policies folders (2014 to 2026) and the May 2026 revisions made for the ATHE monitoring visit, and aligns them to the current requirements of ATHE (Awarding body for Training and Higher Education), Pearson Education Ltd, OTHM Qualifications, Ascentis, NCFE (including NCFE CACHE) and IFA Direct, to the BAC College Scheme 2023 standards, and, voluntarily, to the UK Quality Code for Higher Education 2024 and the Office for Students conditions of registration.

Two findings from recent external reviews are built into the suite: complaints and appeals are now separate policies (ATHE monitoring visit, May 2026), and the minimum age for entry is stated clearly (ATHE monitoring visit, May 2026). The OTHM external quality assurance report of September 2026 (RAG rating Green, no actions) accepted the centre's 20% AI and plagiarism screening level, which the suite now treats as a trigger for review, never as proof on its own.

The consumer law position on cancellations and refunds has been corrected. There is no 28-day or 30-day statutory refund right for courses. Learners have a 14-day cancellation right under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. UK Versity now registers learners with their awarding organisation from day 15, which is inside every awarding organisation deadline (ATHE and IFA Direct 28 days; Pearson HN one month; NCFE 90 days; OTHM one third of programme duration; Ascentis Access to HE 6 weeks from course start). The learner chooses a standard or immediate start on the signed Learner Agreement (UKV-QA-10).

On 30 September 2026, before issue, a new policy was added: UKV-QA-32 Supporting Learners with Additional Needs and Disabilities Policy. It sets out the support UK Versity provides to learners with disabilities, special educational needs, learning differences and health conditions, what a fully online college cannot provide, and the Learning Support Plan process. The Learner Agreement (UKV-QA-10) now includes a signed additional needs statement and consent to share, and the admissions, fees, terms, learner support, attendance, reasonable adjustments, examinations, equality, staff development and data protection policies cross-refer to it. Because the suite had not yet been approved, these changes are part of Version 3.0 and do not change its version number.

2. Core policy suite

All policies below are Version 3.0, effective 1 October 2026, with the next review due in September 2027.

Ref	Policy	Owner	Status	Version
UKV-QA-01	Quality Assurance Framework and Policy Governance Policy	Quality Manager	New	3.0
UKV-QA-02	Public Information, Marketing and Agents Policy	Centre Coordinator	Consolidated	3.0
UKV-QA-03	Business Continuity, Contingency and Disaster Recovery Policy	Principal	Consolidated	3.0
UKV-QA-04	Learner Protection and Qualification Withdrawal Policy	Principal	Updated	3.0
UKV-QA-05	Recruitment and Admission Policy	Registrar	Updated	3.0
UKV-QA-06	Recognition of Prior Learning Policy	Quality Manager	Updated	3.0
UKV-QA-07	Registration and Certification Policy	Registrar	Updated	3.0
UKV-QA-08	Fees, Payment, Cancellation and Refund Policy	Financial Controller	Consolidated	3.0

Ref	Policy	Owner	Status	Version
UKV-QA-09	Learner Terms and Conditions (Contract of Study)	Principal	Updated	3.0
UKV-QA-10	Learner Agreement	Registrar	Updated	3.0
UKV-QA-11	Learner Induction, Management and Support Policy	Course Coordinator	Consolidated	3.0
UKV-QA-12	Attendance and Engagement Policy	Tutor Coordinator	Updated	3.0
UKV-QA-13	Online and Distance Learning and Course Materials Policy	Course Coordinator	Consolidated	3.0
UKV-QA-14	Teaching, Learning and Observation Policy	Quality Manager	Consolidated	3.0
UKV-QA-15	Assessment Policy	Quality Manager	Consolidated	3.0
UKV-QA-16	Internal Quality Assurance Policy and Procedure	Quality Manager	Updated	3.0
UKV-QA-17	Resubmission and Reassessment Policy	Quality Manager	Updated	3.0
UKV-QA-18	Reasonable Adjustments, Special Consideration and Mitigating Circumstances Policy	Quality Manager	Consolidated	3.0
UKV-QA-19	Academic Integrity, Plagiarism and Use of AI Policy	Quality Manager	Updated	3.0
UKV-QA-20	Malpractice and Maladministration Policy and Procedure	Quality Manager	Updated	3.0
UKV-QA-21	Conflict of Interest Policy	Quality Manager	Consolidated	3.0
UKV-QA-22	Examinations and Controlled Assessment Policy	Examinations Officer	Consolidated	3.0
UKV-QA-23	Appeals Policy and Procedure	Quality Manager	Updated	3.0
UKV-QA-24	Complaints Policy and Procedure	Quality Manager	Updated	3.0
UKV-QA-25	Safeguarding and Prevent Policy	Designated Safeguarding Lead	Consolidated	3.0
UKV-QA-26	Equality, Diversity, Inclusion and Anti-Harassment Policy	Principal	Updated	3.0
UKV-QA-27	Staff Recruitment, Induction and Development Policy	Principal	Consolidated	3.0
UKV-QA-28	Whistleblowing Policy	Principal	Updated	3.0
UKV-QA-29	Data Protection and Records Retention Policy	Data Protection Lead	Consolidated	3.0
UKV-QA-30	Acceptable Use, E-Safety, Email and Social Media Policy	Centre Coordinator	Consolidated	3.0
UKV-QA-31	Health, Safety and Wellbeing Policy	Principal	Updated	3.0
UKV-QA-32	Supporting Learners with Additional Needs and Disabilities Policy	Quality Manager	New	3.0

3. Awarding organisation editions and companion documents

Where an awarding organisation edition exists, it applies to that awarding organisation's learners and takes precedence where it differs from the core suite. The core suite cross-refers to these editions.

Reference	Document	Version and date	Applies to
QA-PHN-POL-REG-01	Pearson HN Policy Suite (15 policies: Appeals; Complaints; Reasonable Adjustments and Special Considerations; Resubmission and Reassessment; Use and Development of Online Course Materials; Malpractice and Maladministration; Registration and Certification; Disaster Recovery; Assessment; Recognition of Prior Learning; Recruitment and Admission; Internal Quality Assurance; Use of AI in Assessment; Conflict of Interest in Assessment; Assessment Board Terms of Reference)	v3.0 suite, July 2026 (individual editions v1.0 to v3.0)	Pearson BTEC Higher National learners
UKV-NCFE-FS-P-01	Plagiarism, Malpractice and Examination Conduct Policy	v1.0, September 2026	NCFE Functional Skills external assessments
Supporting document	Risk Assessment: Extremism and Radicalisation	2026-27	Supports UKV-QA-25; reviewed annually
Supporting document	UKV Learner Handbook	2025-26 (to be reissued for 2026-27 in line with this suite)	All learners

4. Compliance mapping summary

The full matrix is in UKV-QA-MAP (Excel).

Ref	BAC College Scheme 2023 standards	UK Quality Code 2024 (voluntary)	OfS conditions (benchmark only; not OfS registered)
UKV-QA-01	1.1-1.6; 4.5; 7.1-7.8	Principles 1, 2, 4, 5 and 6	B1-B5 (benchmark)
UKV-QA-02	4.1-4.5; 5.7	Principle 9	C1, C5 (benchmark)
UKV-QA-03	1.6; 2.7; 26.4	Principles 1, 3	C3, C4 (benchmark)
UKV-QA-04	1.6; 18.1	Principles 7, 8	C3, C5 (benchmark)
UKV-QA-05	4.3-4.4; 5.1-5.7; 26.3; 29.1	Principle 9	C1, C5 (benchmark)
UKV-QA-06	5.2; 11.x	Principles 9, 11	B4 (benchmark)
UKV-QA-07	4.4; 14.1; 26.3	Principle 11	B4, B5 (benchmark)
UKV-QA-08	4.3; 18.1	Principle 9	C1, C5 (benchmark)
UKV-QA-09	4.3; 5.4; 18.1-18.3	Principle 9	C1, C5 (benchmark)
UKV-QA-10	5.4; 6.1; 16.5; 16.6; 18.1-18.2	Principles 9 and 10	C1, C5 (benchmark)
UKV-QA-11	10.x; 15.1; 16.1-16.5; 16.10	Principle 10	B2 (benchmark)

Ref	BAC College Scheme 2023 standards	UK Quality Code 2024 (voluntary)	OfS conditions (benchmark only; not OfS registered)
UKV-QA-12	6.1-6.3; 10.5; 26.2	Principle 10	B2, B3 (benchmark)
UKV-QA-13	26-31 (incl. 26.2, 26.3, 26.4, 29.1); 2.7	Principles 3, 11	B2 (benchmark)
UKV-QA-14	3.4; 8.8; 10.5	Principle 11	B1 (benchmark)
UKV-QA-15	11.1-11.10; 12.x	Principle 11	B4 (benchmark)
UKV-QA-16	11.x; 12.x	Principles 5, 11	B4, B5 (benchmark)
UKV-QA-17	11.x	Principle 11	B4 (benchmark)
UKV-QA-18	11.9; 16.5	Principles 10, 11	B2, B4 (benchmark)
UKV-QA-19	11.7	Principle 11	B4 (benchmark)
UKV-QA-20	11.7; 14.1	Principle 11	B4 (benchmark)
UKV-QA-21	1.6; 11.7	Principles 1, 11	B4 (benchmark)
UKV-QA-22	14.1-14.3; 26.3	Principle 11	B4 (benchmark)
UKV-QA-23	11.10; 14.3	Principle 12	B4, C2 (benchmark)
UKV-QA-24	18.2-18.3	Principle 12	C1, C2, C5 (benchmark)
UKV-QA-25	16.1; 16.7-16.9; 26.4; Appendix B	Principle 10	E6 (benchmark)
UKV-QA-26	16.5; 16.6	Principle 10	E6 (benchmark)
UKV-QA-27	3.1-3.6; 8.8	Principle 3	B2 (benchmark)
UKV-QA-28	3.5	Principle 1	E (benchmark)
UKV-QA-29	2.7; 26.2; 26.3; 26.4	Principle 4	E (benchmark)
UKV-QA-30	2.7; 16.6; 16.9; 26.4	Principle 3	B2 (benchmark)
UKV-QA-31	16.4; 16.10; 17.x; 26.x	Principle 3	B2 (benchmark)
UKV-QA-32	5.1; 5.4; 16.4; 16.5; 16.6; 29.1; 30.1	Principles 9, 10 and 11	B2, C5 (benchmark)

5. Documents superseded by this suite

The documents below are withdrawn from use on 1 October 2026. They are archived, marked "Superseded", kept for at least 6 years, and removed from the website, VLE and any learner or staff pack.

New reference	Superseded documents
UKV-QA-01 Quality Assurance Framework and Policy Governance Policy	Quality Committee, Quality Assurance Committee and Academic Committee terms of reference (2019); Annual Monitoring Review and Visit Policy (2023); informal policy numbering (QA-07 to QA-101)
UKV-QA-02 Public Information, Marketing and Agents Policy	Public Information Policy (QA-16, November 2014); marketing and recruitment-information sections of the Learner Recruitment and Enrolment Policy (QA-22)
UKV-QA-03 Business Continuity, Contingency and Disaster Recovery Policy	Disaster Recovery Policy (QA-101, November 2014); Contingency Plan and Supporting Documentation (QA121, May 2024)

New reference	Superseded documents
UKV-QA-04 Learner Protection and Qualification Withdrawal Policy	Qualification Withdrawal Policy (QA-0714 / QA-07)
UKV-QA-05 Recruitment and Admission Policy	Recruitment and Admission Policy (QA-01, May 2026); Learner Recruitment and Enrolment Policy (QA-22)
UKV-QA-06 Recognition of Prior Learning Policy	Recognition of Prior Learning Policy (QA-22, May 2026)
UKV-QA-07 Registration and Certification Policy	Registration and Certification Policy (QA-09, last reviewed 2021); Learner Registration Policy (2023); Certification Policy (2024)
UKV-QA-08 Fees, Payment, Cancellation and Refund Policy	Cancellation and 14 Days Refund Policy for Online Purchases (QA-101); Fees Terms and Conditions (QA-78); BAC Student Short Term Tuition Fee and Refund Policy V2 (QA-98); refund wording in the Learner Handbook 2025-26
UKV-QA-09 Learner Terms and Conditions (Contract of Study)	Terms and Condition Policy (QA-17, 2023); Fees Terms and Conditions (QA-78); Course Terms and Conditions section of the Learner Agreement and Contract (QA-07, 2023)
UKV-QA-10 Learner Agreement	Learner Agreement and Contract (QA-07, 2023); Student Learner Agreement (2023)
UKV-QA-11 Learner Induction, Management and Support Policy	Learner Management and Support Policy (QA-35, August 2014); Student Welfare Policy (QA-T11, November 2014)
UKV-QA-12 Attendance and Engagement Policy	Attendance Policy (QA-T17, May 2014); attendance clause of the Learner Agreement and Contract (QA-07, 2023)
UKV-QA-13 Online and Distance Learning and Course Materials Policy	Distance Learning Policy (QA-12); Use and Development of Online Course Materials (QA-101)
UKV-QA-14 Teaching, Learning and Observation Policy	Teaching Observation Policy (QA-T11); teaching and learning sections of the Learner Handbook 2025/26
UKV-QA-15 Assessment Policy	Assessment Policy (QA-07, 2026); Centre Assessment Standards Scrutiny (CASS) Strategy (QA-170)
UKV-QA-16 Internal Quality Assurance Policy and Procedure	Internal Quality Assurance Policy and Procedure (QA-11, April 2026)
UKV-QA-17 Resubmission and Reassessment Policy	Resubmission Policy (QA-21, May 2026); resit and resubmission section of the Learner Handbook 2025/26
UKV-QA-18 Reasonable Adjustments, Special Consideration and Mitigating Circumstances Policy	Reasonable Adjustments and Special Considerations Policy (QA-02, April 2026); mitigating circumstances section of the Learner Handbook 2025/26
UKV-QA-19 Academic Integrity, Plagiarism and Use of AI Policy	Plagiarism and Assessment Malpractice Policy (QA-09, 2014, reviewed to November 2024); AI misuse provisions of the Malpractice and Maladministration Policy (QA-05, May 2026)
UKV-QA-20 Malpractice and Maladministration Policy and Procedure	Malpractice and Maladministration Policy and Procedure (QA-05, May 2026); Malpractice and Maladministration Policy (April 2026)
UKV-QA-21 Conflict of Interest Policy	Conflict of Interest Policy (QA-T89, 2013, reviewed 2026); Conflict of Interest in Assessment Policy and Procedure (QA-T89, November 2014, reviewed April 2026)
UKV-QA-22 Examinations and Controlled Assessment Policy	Examination Policy (QA-66); Non-Examination Assessment (Controlled Assessment) Policy (QA-710)

New reference	Superseded documents
UKV-QA-23 Appeals Policy and Procedure	Appeals Policy (QA-041, May 2026); appeals provisions of the Complaint and Appeals Procedure (QA-15)
UKV-QA-24 Complaints Policy and Procedure	Complaint Policy (QA-04, May 2026); Student Complaints Policy (QA-8, 2015, reviewed 2026); complaints provisions of the Complaint and Appeals Procedure (QA-15)
UKV-QA-25 Safeguarding and Prevent Policy	Safeguarding Policy QA-15 (last reviewed September 2025); Preventing Radicalisation Policy QA-T87 (September 2017); Student Welfare Policy QA-T11 (November 2014)
UKV-QA-26 Equality, Diversity, Inclusion and Anti-Harassment Policy	Equality and Diversity Policy QA-14 (August 2014, next review November 2023)
UKV-QA-27 Staff Recruitment, Induction and Development Policy	Staff Development Policy QA-T111 (May 2026 revision); Staff Continuous Professional Development Policy QA-22 (2024)
UKV-QA-28 Whistleblowing Policy	Whistleblowing Policy QA-20 (August 2014, next review November 2022)
UKV-QA-29 Data Protection and Records Retention Policy	Data Protection Policy (GDPR) QA-14 (August 2014, next review November 2027); Policy on the Retention of Student Data and Records (undated)
UKV-QA-30 Acceptable Use, E-Safety, Email and Social Media Policy	Email Usage and Security Policy QA-178 (August 2014, next review November 2027); Social Media and Professional Representation Policy QA-M120 (November 2014, next review November 2026)
UKV-QA-31 Health, Safety and Wellbeing Policy	Health and Safety Policy QA-13 (August 2014, next review November 2024)
UKV-QA-32 Supporting Learners with Additional Needs and Disabilities Policy	Special educational needs and disability section of the Learner Management and Support Policy; support needs provisions previously spread across admissions and learner support documents

6. Key role holders

Role	Holder
Principal and Director of Education; Head of Centre; Data Protection Lead; Deputy Designated Safeguarding Lead	Ramanjeet Singh
Quality Manager and Lead Internal Quality Assurer	Shazia Khan
Centre Coordinator and BAC and IFA Manager	Amandeep Singh
Registrar	Amrita Kaur
Examinations Officer and NCFE Coordinator	Michael Ijisonuwe
Student Administrator and Welfare Officer; Designated Safeguarding Lead	Hygerta Kurti
Financial Controller	Upendra Chainani
Tutor Coordinator	Sukhnoor Kaur
Course Coordinator	Jeel Ahir
Learning support lead (disclosures and Learning Support Plans, UKV-QA-32)	Hygerta Kurti (Student Administrator and Welfare Officer)

7. Version control rules

References are fixed and never reused. Substantive changes (any change to a right, duty, fee or timescale, or one required by law, an awarding organisation, BAC or an external quality assurance action) move the version to the next whole number and need Academic Board approval. Minor changes (contact details, job titles, corrections) move to the next decimal and are approved by the Quality Manager and reported to the next Academic Board. An annual review with no change updates the review date only.

Every policy carries a document control table, compliance mapping, version history and approval block. Every page footer shows the reference, version and effective date. Superseded versions are archived and kept for at least 6 years. Published copies on the website and Moodle are the current versions; downloaded or printed copies are uncontrolled.

Approved policies are published on the website and Moodle within 10 working days of approval (BAC standard 4.5). The Quality Manager updates this register whenever a policy changes.

8. Points to confirm before publication

Each point has a default already written into the relevant policy; none leaves a field blank.

No.	Point	Policy	Owner
1	Have the refund schedule (a £100 enrolment and administration charge, a 25% minimum retention after day 14, no refund after 50% of the planned duration) checked by a consumer law solicitor, and confirm the figures reflect genuine costs, before publication. Charges that go beyond actual loss risk being unfair under the Consumer Rights Act 2015.	UKV-QA-08, 09, 10	Principal and Financial Controller
2	Include the awarding organisation fee in the proportionate charge only where early registration is requested inside the cancellation period. This is a reasonable reading of regulation 36 but has not been tested; include it in the legal check.	UKV-QA-08	Financial Controller
3	Rebuild the website checkout and Zoho enrolment form so they capture the start option, the express request and acknowledgement, and any early registration request before payment. They must also email the signed Learner Agreement as a PDF.	UKV-QA-10	Centre Coordinator and Registrar
4	Remove the old Cancellation and 14 Days Refund Policy (QA-101) from the website. Its condition that a refund is lost once materials are downloaded is not valid for a service contract unless the learner gave express consent and an acknowledgement.	UKV-QA-08	Centre Coordinator
5	Confirm that Hygerta Kurti holds current DSL training and accepts the DSL role, with the Principal as Deputy DSL.	UKV-QA-25	Principal
6	Confirm that the new additional needs support offer is workable, in particular one extra 30-minute online tutorial per unit, one draft review per assignment for learners with a Learning Support Plan, and the 2 and 5 working day timescales for the support conversation and plan. Also confirm who funds case-by-case BSL interpreters or human readers when they are reasonable.	UKV-QA-32	Principal and Quality Manager
7	Add the three additional needs tick boxes and the consent to share statement to the website checkout and Zoho enrolment form, and create a restricted learner support folder in WorkDrive for Learning Support Plans.	UKV-QA-10, UKV-QA-32	Centre Coordinator and Registrar

No.	Point	Policy	Owner
8	Book disability awareness training for all staff (induction and every two years) and confirm the ATHE and Ascentis current reasonable adjustments policies from their centre portals.	UKV-QA-27, UKV-QA-32	Quality Manager
9	Confirm the Examinations Officer. The Learner Handbook 2025-26 names Amrita Kaur as Registrar and Exams Officer; the suite names Michael Ijisonuwe.	UKV-QA-22	Principal
10	Correct the Pearson HN Use of AI in Assessment Policy v1.0. It still uses a 20% GPTZero trigger, an old Manchester address and qa@ukversity.co.uk. The HN Resubmission edition is v2.0, not v3.0.	Pearson HN suite	Quality Manager
11	Confirm whether UK Versity is a member of the Office of the Independent Adjudicator (OIA). The Pearson HN Complaints edition refers to the OIA; the core suite does not. Check with membership@oiahe.org.uk.	UKV-QA-24; Pearson HN	Principal
12	The ATHE 45-day registration window applies only if the 2026 Platinum Key Account agreement is signed. The suite uses ATHE's standard 28 days.	UKV-QA-07	Registrar
13	Reissue the Learner Handbook for 2026-27 in line with this suite. Update the refund wording, the complaints and appeals routes, the disengagement trigger and the marketing claims; figures such as 98.4% completion and 11,000+ graduates need dated evidence under UKV-QA-02.	Learner Handbook	Course Coordinator
14	Confirm that the new operational timescales are workable: tutor reply within 2 working days, RPL decision within 20 working days, Assessment Board at least quarterly, EQA actions logged within 10 working days, resubmission within 10 working days (extendable to 6 weeks), and CPD of 20 hours a year for full-time staff and 10 for part-time staff.	UKV-QA-11, 06, 15, 16, 17, 27	Quality Manager
15	The suite uses admin@ and accounts@ only. If dedicated complaints or safeguarding mailboxes are wanted, add them at v3.1.	UKV-QA-24, 25	Centre Coordinator
16	No 2026-27 edition of the JCQ Suspected Malpractice document could be confirmed; the policies refer to the current edition. Confirm Ascentis Access to HE certification dates from the AHED Key Dates document.	UKV-QA-20, 22, 07	Quality Manager and Registrar
17	BAC plans a Common Accreditation Framework from early 2027. Remap the suite when it is published.	UKV-QA-01, REG, MAP	Centre Coordinator

Approval and review

Stage	Name and role	Date
Prepared by	Director of Education	30 September 2026
Checked by	Quality Manager (Shazia Khan)	30 September 2026
Approved by	Ramanjeet Singh, Principal and Director of Education, on behalf of the Academic Board	1 October 2026

Stage	Name and role	Date
Next review due	Quality Manager (Shazia Khan)	September 2027