

Freedom of Information (FOI) Policy

Review Date: 1/1/2025

Freedom of Information (FOI) Policy

1. Introduction

iQualifyUK is committed to transparency and accountability in compliance with the Freedom of Information Act 2000. This policy outlines our approach to handling information requests and ensuring public access to institutional information while protecting sensitive and personal data.

2. Scope

This policy applies to all recorded information held by iQualifyUK, including documents, emails, reports, and data stored electronically or physically. It covers staff, students, and the general public who wish to request access to information.

3. Principles of Freedom of Information

iQualifyUK is committed to:

- Promoting transparency and openness.
- Facilitating public access to information.
- Protecting personal and sensitive data in compliance with data protection laws.
- Handling FOI requests fairly, promptly, and in accordance with legal obligations.

4. Information Available Under FOI

The institution maintains a Publication Scheme, detailing information that is routinely available, including:

- Organisational structure and governance details.
- Financial reports and expenditure.
- Policies and procedures.
- Course offerings and academic performance data.
- Publicly funded research reports.

5. How to Make a Freedom of Information Request

Requests for information must be:

- Made in writing (email or letter).
- Clearly state the requested information.
- Include the requester's name and contact details.
- Sent to iQualifyuk support at: Support@iQualifyUK.com

6. Response to Requests

iQualifyUK will acknowledge and respond to FOI requests within 20 working days, ensuring a timely and transparent process. If additional clarification is required, the requester will be promptly informed to facilitate an accurate response. However, certain information may be exempt under the Freedom of Information Act, particularly if it includes personal, confidential, or commercially sensitive data. In cases where a request is denied, a detailed written explanation will be provided, outlining the reasons for refusal and the available appeal procedures to ensure fairness and accountability.



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Campus: Queensgate Centre, Orsett Road, Grays, Thurrock, RM17 5DF

Registered in England and Wales. Company Registration Number: 8525590



7. Exemptions

Certain categories of information are exempt from disclosure, such as:

- Personal data protected under the UK GDPR and Data Protection Act 2018.
- Information that could compromise national security or public safety.
- Confidential commercial data.
- Information available through other means.

8. Fees and Charges

Most FOI requests are free of charge. If a request involves significant administrative costs, iQualifyUK may charge a fee, which will be communicated before processing the request.

9. Appeals and Complaints

If a requester is dissatisfied with the response, they may request an internal review by contacting registrar@iqualifyuk.com. If still unsatisfied, complaints can be escalated to Quality Assurance Department.

10. Policy Review

This policy will be reviewed annually or as required to ensure compliance with legislative updates and institutional needs.

Approval

Policy Owner: iQualifyUK

Approved By: Board of Directors

Approval Date: 21/01/2025



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