

Royal College of Music Data Quality Statement

Data returns – chart of responsibilities – 2011/12 returns

The Importance of Data Quality

Data quality is particularly important to the RCM in respect of:

- **Statutory returns** – student, staff, alumni and financial data is used in a number of statistical returns which the College is required to make to HEFCE and other funders (returns include HESES, RAS, HESA Student, HESA Staff, HESA Finance, DLHE, TRAC and National Student Survey). These returns themselves are then in turn used in a variety of ways.
- **Funding** - the data contained in the HESES and RAS returns are used by HEFCE to determine RCM's grant, and as such the quality of our data has a direct relationship to the income the College will receive.
- **Equality and diversity** – data derived from the College's data sources is used for equal opportunities and diversity monitoring in order to comply with the College's statutory duties and its stated policy objectives
- **Data protection** – data security is an important objective in data processes
- **League tables & Performance Indicators** - data from the HESA student return (as well as data from the staff, finance and DLHE returns and the National Student Survey) are used by The Times Higher Education and The Guardian newspapers to compile their league tables. Returning inaccurate data to HESA may result in disappointing rankings in the league tables, and misleading performance indicator information.
- **Planning** - data from Agresso/CUKAS is used internally throughout the year in the recruitment and budget-setting process, particularly in monitoring the recruitment and enrolment performance against targets and forecast student numbers. TRAC is used by the Directorate to better understand the College's income and expenditure and to inform the efficient and appropriate deployment of resources.
- **Customer service** - poor data could potentially result in students being awarded incorrect degree certificates, inaccurate transcripts and receiving correspondence containing the wrong details.

Ensuring & Improving Data Quality

The College is committed to ensuring good data quality through:

- **Governance, People & Skills:** The responsibility for data quality lies with all staff, and as such the commitment to data quality is communicated from the Directorate throughout the College as a whole. Staff with particular responsibility for data quality receive appropriate training and support (for instance in the Agresso student records system, pertinent data protection issues, and the application of the College's own internal data quality policies). Staff roles and responsibilities in respect of each statutory return and the quality of data contained therein, are clearly delineated.

- **Systems & Processes:** The College has a number of established systems and processes in place for the collection, recording, analysis and reporting of data, such as the HESES/HESA Student/HESA Protocols, which clearly set out the procedures entailed in producing, checking and submitting these returns and the data contained therein. Internal auditors have a key role in monitoring, reviewing and reporting on the effectiveness of systems and processes for data quality.
- **Data Use & Reporting:** In ensuring that data, in the form of both statutory returns and various other internal management information formats, is relied upon and used regularly to inform decision making and planning, the inherent value and importance of the data itself, and therefore its quality is promoted to staff throughout the organisation.

Data Quality Objectives

- To maintain and develop documentation and procedures to ensure data is checked regularly and robustly
- To ensure that data is used effectively to manage and improve the student recruitment, registration and assessment processes
- To support a culture of valuing high quality data
- To ensure that all data is accurate (in terms of correctness), valid (in an agreed format which conforms to recognised standards), reliable (reflects consistent processes), timely (available when needed), relevant (in terms of the purpose(s) it is to be used for) and complete (in terms of all data being capture).

Data returns – chart of responsibilities – 2011/12 returns

Date due	Return	Lead member of staff who completes return	Operational manager responsible	Directorate sign-off
1 June	HESA campus return	Deputy Registry Manager	Academic Registrar	Director of Finance & Estates
August	HESA Key Information sets data collection	Deputy Registry Manager	Deputy Registry Manager	Director of Communications
30 Sept	HESA student return	Deputy Registry Manager	Academic Registrar	Deputy Director
30 Sept	HESA Aggregate Overseas Record return	Deputy Registry Manager	Academic Registrar	Deputy Director
30 Sept	HESA staff return	HR Officer	Head of HR	Deputy Director
9 Dec	HEFCE HESES (early student registration statistics)	Deputy Registry Manager	Academic Registrar	Deputy Director / then final sign-off Director
11 Dec	HEFCE RAS (research activity survey)	Strategic Planning Accountant	Deputy Director	Director
15 Dec	HEFCE Higher Education - Business and Community Interaction (HE-BCI) survey (note: HESA takes over this return from 08/09, when the submission deadline becomes 23 Dec)	Director of Communications	Director of Communications	Director
23 Dec	HESA finance return	Head of Finance	Head of Finance	Director of Finance & Estates
30 Jan	HEFCE TRAC T and R return (transparency)	Strategic Planning Accountant	N/A	Director of Finance & Estates
31 Jan	HEFCE EMS (Estates management statistics)	Buildings Manager	Buildings Manager	Director of Finance & Estates
31 March	HESA DLHE (graduate destinations) return	Graduate Services Officer	N/A	Director of Communications

1 Dec	HEFCE 'Single conversation' return	Lead	Manager / Committee responsible	Directorate/Committee sign-off
	Assurance statement (appendix E)	Deputy Director	N/A	Director
	Audit Committee annual report	Secretary/Chairman of Audit Committee	Audit Committee	Council
	Internal audit annual report	Internal auditors	Audit Committee	Council
	External audit management letter	External auditors	Audit Committee	Council
	Annual financial statements	Director of Finance & Estates	F&GP Committee accounts subcommittee (reviewed by Audit Committee)	Council
	5 year financial forecast and financial commentary on past performance and future prospects	Director of Finance & Estates	Directorate	Council
	Corporate Planning Statement (CPS – RCM Priorities)	Deputy Director	F&GP Committee	Council
	Annual Monitoring Statement (AMS)	Deputy Director	Directorate	Director

	Other miscellaneous	Lead member of staff who completes return	Operational manager responsible	Directorate sign-off
Sept	OFFA annual report (bursaries and outreach)	Bursary data: International & Awards Officer	sign-off of bursary data: Deputy Director	Director of Communications (full report)
Nov	National Student Survey (NSS) – initial data collection of student contact details	Deputy Registry Manager	Director of Communications	<i>No sign-off required – ipsos MORI collects data</i>
Nov	ALF (Access to Learning Fund) (DIUS grant – return managed by HEFCE)	Student Services Manager	Student Services Manager	Deputy Director