

# Review of apprenticeships: Full privacy notice

## 1. Introduction

The Office for Students (“OfS”) is the regulator of the higher education sector in England and has certain statutory functions set out in the Higher Education and Research Act 2017. You can find more information about OfS and the work that we do on our website: [www.officeforstudents.org.uk](http://www.officeforstudents.org.uk)

The Department for Education has asked the OfS to undertake a review of the design and ongoing quality management of Level 6 and 7 Degree Apprenticeships within Higher Education. The review will be completed by an independent consultancy (Elizabeth Cleaver Consulting Limited) on behalf of the OfS. The review will seek the views of higher education staff, apprenticeship employers and apprentices.

Elizabeth Cleaver Consulting Limited will request the participation of ten higher education providers in this review, and within each provider will interview individuals from the following categories:

Apprentices;  
Employers;  
Academic staff;  
Quality assurance staff;  
Apprenticeship hub/business management colleagues.

As part of the review, group interviews will be completed with individuals in each of these categories and will be repeated across all ten providers.

Your provider has identified you as someone who may like to participate and has informed us that you have consented to your name and email address being shared with Elizabeth Cleaver Consultancy so that you can be invited to take part in an interview.

Your participation is entirely voluntary, and you will be able to withdraw from the review project, if you wish to.

## 2. Data controllers and Data Protection Officer

The OfS and Elizabeth Cleaver Consulting Limited are the joint data controllers of any personal information collected within scope of this privacy notice. The location and contact details of each data controller are below:

Office for Students

Nicholson House  
Lime Kiln Close  
Bristol  
BS34 8SR

Tel: 0117 931 7317  
Email: [dp@officeforstudents.org.uk](mailto:dp@officeforstudents.org.uk)

Elizabeth Cleaver Consulting Limited  
9 Bigstone Meadow  
Tutshill  
Chepstow  
NP16 7JU

Tel: 07930 381411  
Email: [liz@eclever.co.uk](mailto:liz@eclever.co.uk)

The OfS and Elizabeth Cleaver Consulting Limited are committed to protecting your personal information and being clear about what information we hold about you and how we use it. This privacy notice tells you what to expect when your information is used as part of the review project into Degree Apprenticeships.

The OfS is registered with the Information Commissioner's Office (ICO). The registration number for the OfS is ZA309955 and you can check our entry details on the ICO's website: <https://ico.org.uk/about-the-ico/what-we-do/register-of-fee-payers/>

Elizabeth Cleaver Consulting Limited is registered with the Information Commissioner's Office (ICO). The registration number is ZA851019 and you can check the entry details on the ICO's website: <https://ico.org.uk/about-the-ico/what-we-do/register-of-fee-payers/>

An agreement has been drawn up between the two data controllers, setting out who is responsible for which aspects of the data processing and compliance with the GDPR.

Within the terms of the agreement, the OfS's Data Protection Officer (DPO) is the point of contact if you are unhappy with how your personal data has been handled. You can contact the OfS's DPO using the details above.

### **3. How we will use your information**

Elizabeth Cleaver Consulting Limited will, on behalf of the OfS, obtain a list of potential participant names and email addresses from your provider or employer and will email you an invitation to take part in an interview. If you consent to taking part in the interview, you can accept the email invitation.

Elizabeth Cleaver Consulting Limited will then process your personal data for the following purposes:

- Contacting you by email to arrange a date to complete the interview and to send instructions on how to join the interview using Microsoft Teams.
- Contacting using Microsoft Teams to complete the interview itself.
- Using your provider's name in relation to a 'What Works?' case-study vignette if applicable and we gain institutional consent to this.

- Storing anonymised notes of the interview and your name email address and employer or provider.

The OfS also has the following purposes for the processing:

- To ensure the review is completed and meets the brief set by the Department for Education.
- To enable the OfS to receive a final anonymised report of the review's findings.

The review of the design and ongoing quality management of Level 6 and 7 apprenticeships (degree apprenticeships) aims to explore the following questions:

- what constitutes a 'well-designed' Degree Apprenticeship (DA) programme and a 'high quality' apprentice learner experience? and
- How effective are extant and/or bespoke internal quality management processes, for the initial and ongoing assurance of the quality of apprenticeship training provision?

These topics will be explored in semi-structured interviews via Microsoft Teams. The interviews will be completed by Elizabeth Cleaver Consultancy Limited and notes will be made of your responses as the interview is taking place. All interview notes will be anonymised as they are being written so that participants cannot be identified from the notes. The anonymised notes will be analysed for themes and an anonymised report will be produced from the findings.

If, following the interview, we would like to use your personal information for a reason other than those purposes set out above, we will tell you before we start that use, provide further information about the new purpose(s) and gain full consent from you in writing.

## 4. Legal basis for using your personal information

Under data protection legislation, each data controller requires a legal basis to be able to process your personal information for the purposes set out above. If you consent to taking part in the research, the legal basis that both data controllers are using is:

- That processing is necessary to perform a task in the public interest or for the official functions vested in the data controller which are laid out in law [GDPR Article 6 (1)(e)]
- In this case, the relevant public task is the OfS's public task laid out within Section 23 of the Higher Education Research Act 2017.

### Withdrawing from the research project

Your participation in the research project, including the interviews is entirely voluntary.

You can withdraw at any point if you are no longer happy with the use of your personal information for a specific reason. If you wish to withdraw from the research project you may do so in different ways at different points.

**Before the interview date**, you may cancel your attendance by declining the invitation to interview and stating that you wish to withdraw in your response.

**During the interview** you can choose not to answer a particular question or to request to leave at any point during the process.

**Following the interview**, you can withdraw consent by requesting this in writing by email to [liz@ecleaver.co.uk](mailto:liz@ecleaver.co.uk)

Once you have requested to withdraw, Elizabeth Cleaver Consulting Limited will destroy all relevant personal information unless we are relying on a different legal basis to justify keeping your personal information. If that is the case, we will tell you in writing. However, withdrawing your consent does not affect the lawfulness of processing based on consent before you withdrew consent.

## **5. What personal information we will collect**

The personal information we will collect and use as part of this review project is set out below:

- Your name and organisational/work email address
- Your provider or employer

## **6. Your personal information we obtain from another source**

As part of the review project, we will also obtain personal information about you from other sources, listed below:

- Your provider who has identified you as a potential individual who could participate in an interview.

### **Purpose of obtaining personal information from other source(s)**

- To enable Elizabeth Cleaver Consulting Limited to contact you with an invitation to participate in an interview.

### **Legal basis for obtaining personal information from other source(s)**

- You have consented to your provider sharing your name and email address with Elizabeth Cleaver Consulting Limited so that you can be invited to take part in an interview.

## **7. Who we give your personal information to**

As part of this review, a final report will be shared with the Office for Students and the Department for Education (DfE) and may be published publicly. This report will be anonymised, and you will not be able to be identified from the findings within it.

We will not disclose your information to any other organisation other than those listed except where required to do so as part of our functions or by law.

## **8. Where your personal information will be stored**

Your personal information will be stored securely within the United Kingdom and will not be transferred outside that territory unless required by a court order.

## **9. How do we protect your personal information**

Elizabeth Cleaver Consulting Limited has a number of security measures in place to protect your personal information, listed below:

- All research staff understand the requirements of data protection and information security as set out in the General Data Protection Regulation (2018).
- Personal information is only accessible by those members of staff who require access as part of their role.
- All research data is stored on password protected secure cloud servers based in the United Kingdom and accessed using encrypted machines.
- Multi-factor authentication is used to access the MS Teams site in which your data is stored.
- No anonymous users are able to join MS Teams meetings on this site.

## **10. Your rights over your personal information**

Once your personal information has been collected, you have certain rights in relation to that personal information that may be exercised. You have the right to request:

- To withdraw your consent to the processing of your personal information
- A copy of your personal information;
- Inaccurate personal information held about you is corrected;
- Your personal information to be deleted;
- Processing of your personal information is restricted;
- A copy of your information in a format that allows easy transfer (“data portability”);
- That you are not subject to automated decision making or profiling (if these take place).

All these rights have certain limitations depending on the request and the purpose for which we are holding your personal information. Further information can be found about these rights and our processes for handling such requests at:

<https://www.officeforstudents.org.uk/privacy/individual-rights-under-the-general-data-protection-regulation/>

## **11. How long we will hold your personal information**

We are only able to retain a copy of your personal information as long as it is still needed for the purpose(s) for which it was collected. Your name, email address and the name of your provider or employer will be kept until the end of the review project. After that point your personal information will be deleted from our records.

## **12. Complaints about the use of your personal information**

If you are unhappy with the way in which your personal information has been handled by Elizabeth Cleaver Consulting Limited, please contact the OfS’s Data Protection Officer (details in section 2) and we will try to resolve your issue informally together with Elizabeth Cleaver Consulting Limited.

If we are not able to resolve the issue to your satisfaction, you can also make a complaint to the data protection supervisory authority. In the UK, this is the Information Commissioner's Office (ICO) and they can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Tel: 0303 123 1113

Email: [casework@ico.org.uk](mailto:casework@ico.org.uk)

### **13. Changes to this notice**

We keep our privacy notices under regular review and we will inform you of any changes to this notice before the completion of the review by email.

This privacy notice was last updated in February 2021.