

Condition F1: transparency information requirements for data relating to the 2021-22 academic year

Frequently asked questions

Eligibility

1. Which providers need to publish the transparency information?

Only providers that were registered on or before **3 February 2023**, and that have submitted student data in the last year, need to publish the transparency information. In addition, your provider does not need to publish the information if:

- you have no students or qualifying students; or
- all your students are postgraduate.

2. I do not have transparency information to publish. Do I need to do anything?

No. Providers without data do not need to publish a nil return or take any other action.

Using the portal

3. How do I access my information?

Your user administrator needs to give you access to the 'transparency information' and 'post collection outputs' areas in the OfS portal at the [portal user administrator site](#). You then need to access the [data section of the portal](#) and download the information.

4. I tried to log in to the portal but can't see the transparency page. What shall I do?

Please check that your user administrator has granted you access to the transparency area of the portal.

If you have been granted access, please log out, close your web browser, then clear the cookies or browsing history from your web browser. Alternatively, you could log out then choose another web browser to log in from.

If you still need help, please contact transparency@officeforstudents.org.uk.

5. When I logged on to the portal and went to the transparency area, there was no file to download. What shall I do?

You will only have relevant transparency data if you have submitted student data in the last year. If you still think you should have data available, please contact transparency@officeforstudents.org.uk.

6. The formatting on my workbook makes it difficult to read – how can I improve this?

Please ensure you are not using too small a monitor, that you have not zoomed in too far, and that you are opening the data in Excel.

Data queries

7. Our provider has merged with another provider. What will have happened to our data?

The old provider data will be in the table with the new provider data.

8. What does ‘N’ mean?

Numerators and denominators in the table have been rounded to the nearest 10. Where the numerator or demonstrator rounds to 20 or less, the data is suppressed with an ‘N’.

9. How did you derive these figures?

Please see our technical guidance document, and the post-collection output, which explain this. If, after looking at these, you have any queries about the figures, please contact transparency@officeforstudents.org.uk.

10. I am concerned that my workbook contains individualised data. Can you reassure me about this?

We round and suppress the data for this reason. If you are seeing non-rounded data in your workbook, please double check you are not looking at the post-collection output. Please do not publish the post-collection output.

Publishing

11. Which information do I need to publish and where?

You need to publish the transparency information workbook (not the post-collection outputs) on your provider’s website.

12. Do I need to publish data marked as ‘N’ or ‘N/A’?

You only need to publish the table if it includes cells with a value other than ‘N/A’. If one table in the spreadsheet has numbers, and another only ‘N/A’, then you only need to publish the table with numbers in it.

‘N’ is a value and tables including cells with ‘N’ do need to be published.

13. We only have full-time/part-time/apprenticeship students. Should I only publish that part of the table?

Yes, but please note the reason no full-time/part-time or apprenticeship data is available (for example, because you have no apprentices).

14. Both the terms 'gender' and 'sex' are used across the workbook and elsewhere. Which wording should I use?

The wording difference is due to wording in section 9(2)(e) and 9(3) of the Higher Education and Research Act 2017, and differs from the data we receive from HESA. Please use 'gender' in order to match the wording in the legislation.

15. Do I need to leave last year's information on my website too?

No, you only need the most recent transparency information on your website.

16. Do I need to add anything to the workbook or change the format, for example to PDF?

You do not need to add anything to the document. Please publish the spreadsheet in the same format to ensure its readability.

17. Can the information be published before 23 November?

The information can be published any time from when the portal opens on 12 October, until it closes on 23 November.

18. How do I notify the OfS that this is complete?

When you have published the information, please email regulation@officeforstudents.org.uk and provide a link to the webpage.