

## **Consumer Protection and Published Information (HE) Policy**

### **1. Introduction**

1.1. The Consumer Rights Act (2015) provides expectations on the information received by prospective higher education students which enables them to make informed decisions when making choices about higher education study. As a result, higher education providers should ensure that appropriate information is available and that internal systems are in place to assure this.

### **2. Definition and Links**

2.1. Published information within the context of this code refers to:

- i. College quality and standards materials including policies, procedures and guidance relating to higher education;
- ii. Marketing and publicity materials;
- iii. Programme delivery material including (but not limited to) validation/approval documents, programme and module handbooks, any material published on the virtual learning environment (VLE);
- iv. College complaints policy
- v. Student Terms and conditions

2.2. The College will work also within the regulations and codes of practice of its University partners, and where appropriate, seek the formal approval of quality and standards and marketing materials prior to publishing.

### **3. Policy Statement**

3.1. The College has two key areas of focus in relation to published information

- Information to prospective students is accurate and complete, as per the Consumer Rights Act (2015) 'ensuring that potential applicants are given up front, clear, timely, accurate and comprehensive information'
- Accurate information provided to current students is issued at the start of their programme and throughout their studies.

3.2. Whilst the college cannot guarantee that there will be no minor adjustments to the provision, any changes will be communicated to existing and prospective students.

### **4. Aims**

- Staff understand the implications of the Consumer Rights Act (2015) and how this impacts on the presentation of information to students.

- Students are aware of the college responsibilities to provide them with timely, accurate and relevant information.

## 5. Objectives

- To ensure all published information is accurate and complete.
- Students, applicants and potential applicants are appropriately informed of college and course relevant information and changes of information within a structured framework.
- To provide guidance, support and training to staff involved in producing information or informing students and potential students of the college offer.
- To have in place effective mechanisms for assuring published information and reviewing those processes on a regular basis.
- To ensure that monitoring is effective and reported formally through the college committee structure.

## 6. Implementation

- The Assistant Principal Higher Education will lead on the implementation of the policy and associated operating procedure.
- HE Academic Management Group will plan implementation and nominated managers with a responsibility for published information will support implementation at programme team level.

## 7. Method of Monitoring

- 1.1. Monitoring will be through HE academic management group, reporting to Strategic Leadership Group (SLG) .
- 1.2. **Authorship:** Assistant Principal Higher Education
- 1.3. **Date:** November 2023
- 1.4. **Reviewing Officers:** Assistant Principal Higher Education

*This document is available in a variety of formats. Student Services or main reception will supply guidance on the range*

## Policy Approval

Name of reviewing Executive Committee: <b>Strategic Leadership Group (SLG)</b>	Chair: <b>B Meredith</b>
Date: 29 November 2023	Signature: 