



Universities UK

# Consumer rights in higher education: compliance and good practice

---

SROC 2016

4 April

William Hammonds and Emily Darian, UUK

# Timeline of development

- White Paper (2011)
- Tuition fee increase (2012)
- Which? University
- Which? report, value for money (Nov 2014) & review of providers' rights to change courses (Feb 2015)
- CMA review and policy paper on HE regulation (March 2015)
- CMA guidance (March 2015)
- Statement of good practice on course changes and closures (Nov 2015)
- Green Paper (Nov 2015)
- Office for Students

# CMA guidance

## UUK Recommendations

- ✓ Ensure senior management awareness and ownership
- ✓ Establish a task group to review, implement and lead strategic response
- ✓ Immediate consideration to information for 2016 admissions cycle, including staff
- ✓ Identify changes in offer procedures including information, T&Cs and notification of changes

# Information provision for prospective students

CMA identifies 3 key stages:

1. Research and application
  - Material information
2. The offer
  - Pre-contract information
  - Important or surprising terms
3. Enrolment
  - Information required under the CPRs and CCRs
  - Distance contracts

# T&Cs – areas to consider

Accessibility and surprising terms

Reform unfair terms

Bring documents into one place; changing terms; academic intellectual property; and various rights to change

# Statement of good practice on course changes and closures

1. **Transparent, fair and accessible** policies and practices governing course closure and changes
  2. Policies and practice recognise that students invest time and effort in studies and need **timely dialogue** and **clarity of options** when changes occur
  3. Clear arrangements for **informing and consulting** with students about material changes to continuing courses
  4. Clear arrangements for **continuity of provision** if a course is closed
  5. How to **support the HE sector and students** in the event of course or provider failure elsewhere
-

# Questions

- >> What information does your institution provide to prospective students when making an offer?
- >> What information does your institution provide at the enrolment stage?
- >> When making what you consider to be a major change to a programme, how do you communicate with students?
- >> Do you need to review any of the above in relation to the CMA guidance?





Universities UK