## Annex C: Template for producing a self-assessment on guidance on consumer protection law

| Provider’s name:  Provider’s UKPRN: |
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| **Your overall approach to ensuring compliance with consumer protection law**  *Explain here your approach to complying with consumer protection law and the mechanisms you use to monitor and ensure compliance with consumer protection law. Below are some headings and examples which might be useful, but this is not, and is not intended to be, exhaustive or prescriptive.*  *For example:*  *‘We are compliant/partially compliant/not yet compliant with consumer protection law.’*  *‘We think this because…’*  *‘The evidence that demonstrates this is…’*  *‘We have a member of staff who is responsible for consumer protection law issues’*  *‘We take legal advice when developing new contracts and when we change terms and conditions’*  *‘Consumer protection law issues are discussed at…’*  *‘There is an annual review…’*  *‘To ensure that we will be fully compliant, we will… and we will have done this by…’*  *In this section, you might want to refer to the following as evidence that supports the view you have formed in your self-assessment. There is no need to submit any of this additional evidence but we may ask to see it if we have concerns that you do not satisfy the condition:*   * *information on organisational and staffing arrangements, for example, whether there is a department and/or designated staff member responsible for consumer law issues* * *information on working groups or committees established to tackle issues relating to consumer law such as information management and provision, complaints handling and the setting of terms and conditions and/or contracts* * *information about staff training on your consumer law obligations* * *details of reviews (planned or actual) into information management and provision, complaint handling and the setting of terms and conditions and/or contracts* * *evidence that professional legal advice has been sought* * *use of model contracts, terms and conditions* * *policies relating to sources of information for staff and students, with examples of how this is provided* * *policies and procedures relating to consumer law obligations, such as information management and provision, complaints handling and setting terms and conditions and/or contracts.* |
| 1. **Your approach to providing information to applicants and students: research and application stage, offer stage and enrolment stage**   *Explain here how you ensure that applicants and students are provided with accurate information about their course, fees and other relevant costs and about your institution, and that such information is accurate, clear, timely and accessible.*  *For example:*  *‘We publish a prospectus containing information on x, y, z’*  *‘We also provide the following information…’*  *‘We ensure this is accurate and clear by…’*  *‘We know when information is not accurate or clear because… and we take these steps to improve it.’*  *In this section, evidence you might want to refer to includes:*   * *links to web-site or other prospectus course descriptions* * *information about the structure of the courses you offer and the relevant fees/costs;* * *letters supporting offers to applicants* * *details of reviews (planned or actual) into information management and provision* * *policies relating to sources of information for staff and students, with examples of how this is provided* * *policies and procedures relating to consumer law obligations, such as information management and provision.* |
| **Your contract terms and conditions**  *Explain here the contracts you use to govern relationships with students and how you ensure that these are fair and have transparent terms and conditions. For example:*  *‘We have the following contracts…’*  *‘Our terms and conditions, including rules and regulations, are made available to students through a, b, c and our website and intranet [link]’*  *‘We ensure that terms and conditions and regulations are clear and understandable to students by…’*  *‘We take the following actions/steps to ensure the terms are fair…’*  *‘We use model contracts for the following services…’* |

| **Your complaint handling processes and practices**  *Explain here how you ensure that ensure that complaint handling practices are clear, accessible and fair. For example:*  *‘We have a complaints process which students are made aware of through the following mechanisms a, b, c and is available on our website and intranet [link].’*  *‘Where students are studying at a partner organisation we…’*  *‘The Office of the Independent Adjudicator’s good practice framework is used to…’*  *‘We have the following evidence that our complaints process is clear, accessible and fair…’*  *‘We ensure that staff know and are competent at following the process because…’* |
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