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12 May 2022

Dear Accountable Officer,

Rescinding guidance for providers during the coronavirus (COVID-19) pandemic

From spring 2020 we issued guidance to providers about our approach to regulation during the coronavirus pandemic.

We are now rescinding the following sets of temporary guidance, effective from 12 May 2022:

- **Guidance for providers about quality and standards during the coronavirus pandemic**

Providers should refer to the ongoing conditions of registration relating to quality and standards. We remind you that revisions to conditions B1, B2, B4 and B5 came into effect from 1 May 2022. For further information and our approach to regulating quality and standards, please see [our regulatory framework](#).

- **Guidance for providers about student and consumer protection during the coronavirus pandemic**

Our approach to the regulation of student and consumer protection, as described in the [regulatory framework](#), continues to apply. This means that providers should refer to the regulatory framework in judging how to comply with our requirements on consumer protection. We expect providers to comply with consumer protection law and we may consider regulatory action where we find examples of non-compliance.

We have recently published our strategy¹ for 2022-2025. In the first half of our strategy period, we will consult on an updated approach to protecting the interests of students as consumers. This will involve revisiting the requirements we currently impose through our conditions relating to consumer and student protection (the C conditions). We will develop proposals to replace these with more focused requirements that set the student protection norms for the higher education sector. We expect this to include proposals for the information providers should give students choosing what and where to study, fair contractual terms, and complaint-handling arrangements.

Please contact us at regulation@officeforstudents.org.uk if you have any questions about the content of this letter.

Yours sincerely

Jean Arnold
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¹ OfS strategy for 2022 to 2025: www.officeforstudents.org.uk/about/our-strategy/.