

P900 Higher Education Competition Markets Authority and Student Protection Policy

1. INTRODUCTION

- 1.1 Peterborough Regional College (PRC) and University Centre Peterborough (UCP) are committed to abiding by the guidance provided by the Competition and Markets Authority (CMA) to ensure that students receive clear, accurate and timely information; that terms and conditions are fair; and that complaint handling processes and practices are accessible, clear and fair. In particular we have considered, and where appropriate, acted upon the CMAs guidance on compliance with consumer protection law.

2. PURPOSE

- 2.2 This policy is designed to ensure that all HNC, HND, undergraduate and postgraduate degree applicants are provided with accurate, clear, unambiguous and timely information that may be used by a prospective student to inform their decision as to the institution they wish to study at. This requires us to provide pre-contract information which highlights processes, procedures and ensure terms and conditions that apply to students are fair and balanced.
- 2.3 This policy ensures that UCP and PRC works within the guidance for Higher Education providers published by the Competition and Markets Authority (CMA) to ensure that applicants are provided with all the information they need to make an informed decision about their course of study, under extant consumer rights regulations. It also ensures that students are provided with information on any changes to courses, terms and conditions and regulations whilst studying.

3. SCOPE

- 3.1 Any member of staff involved in offering Information, Advice and Guidance to prospective and current students. This therefore includes: administrative (e.g. finance, reception), support (e.g. admissions), academic (e.g. course leaders and lecturers), marketing and management staff.

4. RELATED DOCUMENTS

- 4.1 This policy is based on the expectations outlined by the Competition Markets Authority to ensure UCP and PRC demonstrate the relevant baseline regulatory requirements of the HE sector and ensure compliance with:
- Consumer Protection from Unfair Trading Regulations 2008 (CPRS)
 - Consumer Contracts (information, Cancellation and Additional Charges) Regulations 2013 (CCRs)
 - Unfair terms legislation (at the date of publication, the relevant legislation is the Unfair Terms in Consumer Contracts Regulations 1999 (UTCCRs)).
 - The Office of Independent Adjudicators
- It must stay abreast of the above.

<http://www.ucp.ac.uk/policies/>

Policy 920 Higher Nationals Recognition of Prior Learning (PRC)
Policy 981 Higher Education Complaints Process (PRC)
Policy 940 Higher Education Removal of Course, Curriculum Revisions (PRC)
Policy 961 Academic Offence Policy (PRC)
Policy 960 Higher Education Academic and Assessment Regulation Policy (PRC)
Policy 980 Higher Education Fitness to Practise (PRC)
UCP Rules and Regulations v2
UCP/ARU Academic Regulations
HE Student Charter (All HE students)
Terms and Conditions of Admissions and Enrolment

<http://infozone.peterborough.ac.uk/policies>

Policy 818 Additional Learner Support (ALS)
Policy 822 Recruitment of Tier 4 sponsored migrants

<http://www.peterborough.ac.uk/policies-statements/>

Policy 101 Equality and Diversity
P922 Higher Education HNCD Fee and Refund Policy

5. RESPONSIBILITIES

- 5.1 The responsibilities relate to ALL staff providing information and guidance to students in the following stages:
1. Student research and application (pre-contract)
 2. Offer stage (pre-contract)
 3. Acceptance stage
 4. Student enrolment stage
 5. Student engagement stage (on programme)

6. RISK ANALYSIS

- 6.1 PRC and UCP are committed to the provision of comprehensive, open and transparent information ensuring accurate, relevant, and current procedures are followed enabling applicants to make an informed decision. Failure to have this policy in place or non-adherence may result in inconsistency practices leading to dissatisfaction and poor reputation as well as failure to demonstrate the expected base line regulatory requirements of a HE provider.
- 6.2 To ensure currency and adherence, all staff involved in the policy will undertake annual training.
- 6.3 To ensure all information provided to students adheres to the regulatory requirements the attached tracking sheet (Appendix B) will be used to monitor information updates.
- 6.4 An annual audit of all information provided in the 5 stages outlined above will be undertaken by an external auditor.
- 6.5 Annual staff CPD is a requirement to ensure compliance with legal and regulatory updates.

7. EQUAL OPPORTUNITIES IMPACT ASSESSMENT

- 7.1 All new policies must undergo an Impact Assessment. Failure to do so will result in the policy not being approved. A template Equality Impact Assessment form is available on [J:\Policies\Equality impact assessment \(2\).doc](#)
- Section one:** Screening for impact consists of three pages (this is mandatory and must be signed and dated and attached to the new policy)
- Section two:** Full assessment (this only needs to be completed if there are equality issues)

within the Policy)

8. DATA PROTECTION

- 8.1 UCP and PRC takes its responsibilities regarding the protection of personal privacy seriously. The formation we collect and hold as a result of an application, enrolment and progress through the course will be processed and used in accordance with Data Protection Legislation. As such, applicants' data is treated as confidential by all staff involved in this process and is not divulged unnecessarily or inappropriately. However, the aforementioned Act requires UCP and PRC to release certain information to UK authorities upon request in order to assist those authorities with the prevention and detection of fraud or other crimes. We will release the requested information on receipt of an appropriate request from UK authorities such as (but limited to) the police, Home Office (for immigration and related matters), local authorities, and the Department for Work and Pensions. We may use anonymised data collected as part of an individual's application for the purpose of fulfilling statistical and reporting requirements.

9. PROCEDURE

9.1 Student Research and Application Stage (see Appendix A for Terms and Conditions)

When providing or approving material information at the student research and application stage, the University Centre and College must

1. Ensure that all information provided is accurate, clear, unambiguous and timely.
2. Inform the prospective student as to their decision about what institution they wish to attend.
3. Ensure that information is easy to access for all, inclusive for all and in appropriate formats e.g. via website, prospectuses, and at open days.
4. Draw the prospective student's attention to important and surprising terms
5. Provide unified pre-contract information that covers the following:
 - (i) UCP Rules, Regulations and Procedures;
 - (ii) Anglia Ruskin University's Academic Regulations;
 - (iii) HE Student Charter (all located at www.ucp.ac.uk/policies/),
 - (iv) the course offering as at the date of the offer (www.ucp.ac.uk/a-z-courses/ and you will be sent a physical copy)
 - (v) any additional agreement that is required as part of your course
 - (vi) fee details and additional costs
 - (vii) Complaints and appeals processes

9.2. Offer Stage (see Appendix A for Terms and Conditions)

The CMA is of the view that at the offer stage a contract is being formed between the University Centre, College and the student. Therefore there are a number of obligations at this stage: -

1. The University Centre / College continues to provide important information that informs the student of whether or not they wish to accept an offer of a place at UCP/PRC.
2. That the prospective student is provided with the necessary pre-contract information such as course details, length of course, fees and other costs, before they decide whether they wish to accept the offer of a place at UCP/PRC.
3. Ensuring that the pre-contract information is kept up to date.
4. That UCP/PRC highlights any terms and conditions that are particularly surprising or

Important

9.3 Acceptance and Enrolment stage

The CMA is also of the view that a further contract is formed between UCP/PRC and the student when the student actually takes up their place and formally registers/enrols. The obligations at this stage are effectively the same as at the offer stage.

9.4 On programme

PRC and UCP continue to provide timely information on any changes to regulations or programmes that may affect the students' academic experience and achievement. This will be done via student email.

9.5 Sign off

Sign off for the prospectus is by the Principal of PRC. Substantive policy document revisions are approved via the HE Academic Board. Website updates are approved by the Academic Director of UCP. Student opinion is sought via committee. The HE Charter is reviewed on a bi-annual basis unless revisions are required due to policy, awarding body or legislative changes.

Appendix A: Terms and Conditions

Terms and Conditions – HNC/ HND Offer and Enrolment 2017/18

This document sets out in detail the relationship between you and Peterborough Regional College. Before you accept an offer of a place on an HNC or HND course, you should check that the details in the offer are complete and accurate and that you have read and fully understand the following information. This and PRC's HNC and HND policy information can be found on UCP's website (www.ucp.ac.uk) where all the latest documents will be available and which are valid and binding.

Higher National provision is delivered by Peterborough Regional College (PRC) and accredited by Pearson Edexcel. The majority of your lessons will take place within the PRC building due to access to specialist resources. You will however have access to the University Centre Peterborough building as we coordinate higher education provision here and provide you with academic support services. These include admissions, enrolment, assignment submission, study excellence sessions, access to and support of Student Advisers and the Student Officer as well as extra-curricular and social activities.

If you have any queries, you should contact the HNC/ HND Administrator by email (Admissions@ucp.ac.uk) or telephone (+44 (0)1223 695750).

Terms and conditions of your offer

1. Acceptance of your offer

It is your responsibility to ensure that all of the information you have provided to PRC and UCAS, is true and accurate. If you provide incorrect or fraudulent information, or omit significant information PRC may withdraw or amend your offer and this information might be passed to the relevant third parties.

By accepting PRC's offer of a place on an HNC or HND course (whether through UCAS or otherwise), you accept these conditions in full, which along with: (i) your offer letter; (ii) Higher Education Academic and Assessment Regulation Policy (at www.ucp.ac.uk/policies/) (iii) HE Student Charter (www.ucp.ac.uk/upload/HE%20Student%20Charter.pdf) ; (iv) the course offering as at the date of the offer (<http://www.ucp.ac.uk/a-z-courses/> and a physical copy sent to you) , and (v) any additional agreement that is required as part of your course, form the conditions you agree to between you and PRC in relation to your studies. The most up-to-date documents will be available on UCP's website and are valid and binding. Any revisions due to changes in legal requirements, student feedback and the UK Quality Code will be published at the beginning of each document. These will be communicated to you.

The HE Charter provides a brief overview of the above and identifies where to seek support and additional guidance. This document is written in conjunction with students and is formally reviewed every two years.

The Higher Education Academic and Assessment Regulation Policy covers good academic practice, intellectual property, assessment regulation and practice, ethics, extensions, intermission, progression (resubmission and retakes) and discontinuation. More information is available from the UCP website in P960 - Higher Education Academic and Assessment Regulation Policy.

The Pearson's Guide to Quality and Assessment which covers the quality cycle, frameworks, regulation oversight, assessment, grading and assessment boards and academic appeals.
<https://qualifications.pearson.com/en/qualifications/btec-higher-nationals/higher-nationals->

[2016/about-your-new-btec-higher-nationals.html#tab-UK](#) Please note that this is subject to revision by the Awarding Body.

The offer PRC makes to you will be conditional or unconditional. If your offer is conditional, this means that you have tentative offer from us and will need to provide specific information to us. The conditions which you will need to meet in order to be admitted onto your chosen course will be outlines to you on your offer letter. If you do not meet the conditions of an offer by the required/requested time the offer may be withdrawn. If your offer is unconditional this means you have a firm offer from us and have met the criteria to be admitted onto your chosen course.

If you feel that the offer made to you is incorrect, inaccurate or you would like to appeal against a decision, please contact our Admissions Office in the first instance (admissions@ucp.ac.uk).

2. Course Changes or Closures

PRC will aim to deliver course content and teaching provision as described in course handbooks, module guides, website information and other available information provided. However, at times it may be necessary to change this provision either before or after enrolment due to developments in the subject, changes in staffing, or student numbers. Where this is the case, you will be informed at the earliest opportunity. This will be in writing (via email or home address) as well as being updated on our website. For any changes that take place during the period whilst studying, these will be communicated to you via course handbooks and through communication via your course lecturer by email or in your tutorials. Changes before you start your course will be communicated to you by letter / email.

Changes to services

In certain circumstances, PRC may need to make changes to the previously advertised course content, structure and/or method of delivery of your course or individual modules after you have accepted your offer. This may include discontinuing modules.

Reasons for changes include, but are not limited to, the following:

- to meet the requirements of an accrediting, professional, statutory and/or regulatory body;
- to comply with legal, regulatory or governmental requirements;
- to respond to sector good practice or quality enhancement processes, such as in response to student feedback;
- to keep programmes contemporaneous by updating practises or areas of study;
- to safeguard academic standards;
- because of circumstances outside of the reasonable control of the University such as an external provider no longer being available to contribute to a module and/or course;
- where insufficient numbers of students have chosen an optional module making it unviable to run or where a member of staff whose expertise was required to run it is no longer available
- to abide by the revisions made by the Awarding Body (Pearson Edexcel).

If PRC decides that it is necessary to make a change before you enrol, we will inform you by letter / email as soon as it is reasonably practicable in order for you to decide whether or not you still wish to join us. If as a consequence of the change, you decide not to study with us, we will refund any tuition fees and/or deposit that you have paid in advance.

If PRC makes a change after you have enrolled, we will inform you by letter / email as soon as it is reasonably practicable to do so. PRC will make all reasonable efforts to minimise any adverse effect the change may have on you and will endeavour to consult with potentially affected students as early as possible where it is able to do so. In cases of material changes to your course of study or where the change is likely to have a serious adverse impact on you, PRC may offer you a place on an alternative course or assist you to find an alternative provider. Any entitlement you may have to a refund of fees will be determined in accordance with P922 Higher Education HNC/D Fee and Refund Policy.

Discontinuing courses

In certain circumstances, PRC may be required to discontinue courses of study prior to you enrolling as a student. This could occur where insufficient students (less than 10) accept offers and it is therefore not financially viable for PRC to run the course or where a course will not be accredited/validated by the start of the academic year. In the event that PRC is required to cancel your course before you enrol, we will inform you by letter as soon as it is reasonably practicable to do so and we will refund any tuition fees or deposit you have paid in advance. Where reasonable and appropriate to do so, PRC will work with you to try and identify a suitable alternative course with us for you to study or offer you a deferred place for a subsequent intake.

In exceptional circumstances, PRC may have to merge or discontinue your course once you have enrolled for one or more of the following reasons:

- to comply with legal, regulatory or governmental requirements;
- where accreditation or validation of the course is withdrawn;
- in other circumstances outside our reasonable control which make it impossible or prohibitively impractical to continue the course;
- insufficient students (less than 5) have elected to study an optional module which is therefore neither viable and would impact negatively on the student experience.

If PRC discontinues or merges your course in these circumstances, we will inform you as soon as it is reasonably practicable to do so and will endeavour to consult with potentially affected students. Where appropriate, PRC will try and identify a suitable alternative course with us for you to transfer to or, if preferable, we will assist you to find an alternative provider. If you decide to transfer to a new provider, PRC will work with your new provider in order to transfer over any academic credit already gained. Further details on the course closure process is available on the UCP website (P940 Higher Education Removal of Courses, Curriculum Revisions). Any entitlement you may have to a refund of fees will be determined in accordance with P922 Higher Education HNC/D Fee and Refund Policy.

Should you become a student at PRC, this notice shall constitute a term of any contract between you and PRC. Any offer of a place made to you by PRC is made on the basis that in accepting such an offer you signify your consent to the incorporation of this notice as a term of any such contract.

3. What is your fee liability?

Students are charged a tuition fee for each academic year of their course when they enrol. Tuition fee information is available on the website www.ucp.ac.uk/fees-2017-18/ Tuition fees increase annually in line with inflation to take into account inflationary cost incurred to deliver your course.

Additional Costs

There are course related costs for stationery, books (although the Library facilities have core texts and extensive virtual resources), non-mandatory trips or visits, personal computer, media

equipment if you wish to specialise in a specific area (although video and photograph cameras are bookable for students on the designated courses without charge) and a nominal fee is charged to join a society. We would recommend that students research student discounts prior to purchasing computers and software.

You will also be expected to pay for accommodation, gym and recreational facilities if this is not part of your course of study, and travel if required as this is not covered in your tuition fee.

4. What happens if you change your mind?

Whether you receive your offer directly from PRC or through UCAS, you have a statutory right to cancel your application with us under the Consumer Contracts Regulations 2013. At any stage of your application you can cancel your place. You must notify the Admissions Office of your cancellation by updating your UCAS record or contacting us directly. You will not incur any costs or fee liability if you cancel **before** you enrol. We will update our records within 14 days. If you encounter any issues please contact the Admissions Office.

Terms and conditions of your enrolment

5. Enrolment and Registration

It is your responsibility to ensure that all of the information you have provided to Peterborough Regional College and UCAS is true and accurate. If you provide incorrect or fraudulent information, or omit significant information PRC may terminate your enrolment.

Evidence Requirements of your Enrolment

You must provide the following information and documentation for verification by Peterborough Regional College before you are permitted to enrol:

- Original certificates and/or transcripts confirming your prior qualifications (original copies)- this is required if you have an unconditional or conditional offer
- Photographic ID (i.e. driving licence, passport, visa card)
- Method of fee payment (Student Finance Notification letter, Employer Sponsorship Letter or Purchase Order Number, credit/debit card to make an online payment). At the point of enrolment you will be entering into a fee liability agreement. It should be noted that if you withdraw within 3 weeks of enrolment you will not be liable for fees. However you must be mindful of any contracts you sign with accommodation providers as their terms and conditions will vary.

By enrolling on an HNC or HND course (whether through UCAS or otherwise), you accept these conditions in full, which along with: (i) your offer letter; (ii) Higher Education Academic and Assessment Regulation Policy (iii) HE Student Charter (all located at www.ucp.ac.uk); (iv) the course offering as at the date of the offer (www.ucp.ac.uk/a-z-courses/) , and (v) any additional agreement that is required as part of your course.

The Pearson's Guide to Quality and Assessment which covers the quality cycle, frameworks, regulation oversight, assessment, grading and assessment boards and academic appeals. <https://qualifications.pearson.com/en/qualifications/btec-higher-nationals/higher-nationals-2016/about-your-new-btec-higher-nationals.html#tab-UK> Please note that this is subject to revision by the Awarding Body.

Key points of regulations that you should be aware of include (but are not limited to):

- **Attendance:** You will need to participate fully in your course. This will include attending and taking part in teaching, learning and/or events included in your course.
- **Fees and Finance:** All compulsory fees are advertised in advance of your enrolment. Additional costs, for example payment for events or trips, are in addition but are not compulsory. When you sign your enrolment form you are agreeing to pay all course fees in accordance with the payment terms agreed. If you fail to pay your course fees when they are due we may withdraw you from your studies. Tuition fees may increase annually in-line with inflation to take into account inflationary cost incurred to deliver your course. If you fail to pay your course fees when they are due we may withdraw you from your studies or prevent you from progressing to the next year of your course. If you have outstanding tuition fees you will be unable to graduate and receive your certificate.
- **Re-Enrolment/Re-Registration:** You are required to complete enrolment with PRC when you start your course and each academic year on an annual basis for the duration of your course. This is to ensure your contact information and course related details are up-to-date. This process must be completed within 3 weeks of commencement of your course each academic year. Failure to complete registration may result in us withdrawing you from your studies
- **Progression:** You may be discontinued if you are no longer able to continue to study towards your intended award (e.g.: you have failed units and you have exhausted all available re-take and/or replacement module options). The consequence of discontinuation may be admission to an alternative course, or the conferment of an intermediate award, or termination of the student's registration
- **Withdrawal:** If you decide to withdraw from your studies you are required to notify a Student Adviser of your intention. If your last date of academic engagement is within the first three weeks of your studies, each academic year, you will not incur tuition fee liability for that year of study. If you engage and then withdraw after this three week period there will be a financial implication which will be discussed in detail at enrolment and during your exit interview. If you are funded by Student Finance and are thinking about withdrawing from your course Student Finance may not pay your full tuition fee liability this will mean a portion of your fee may be re-invoiced to you directly.
- **Immigration requirements:** Peterborough Regional College does not currently accept international students who require a VISA to study

6. Course Changes, Closures, Regulation and Policy Updates

We reserve the right to alter the timetable, how the course is delivered, the content and assessment of any course, provided such alterations are reasonable as outlined on page 3. Enrolled students will be informed of any variations at the earliest opportunity. Any changes will be reflected on our website, on the Moodle course landing page and during your induction process.

7. Complaints Procedure and Policies

If you are unhappy with any aspect of your admission, enrolment or studies with us please contact us by emailing ucpenquiries@anglia.ac.uk or telephoning +44 (0)1223 695750 to discuss your concerns. We would hope that any issues you raise will be dealt with, but if you feel that our response does not meet your expectations our complaints procedure is available on our website. Formal complaints should be submitted to the Director of Quality at PRC as outlined in Policy P981 Higher Education Complaints Process which is available on the UCP website.

8. How Peterborough Regional College may use your Personal Information

The College takes its responsibilities regarding the protection of personal privacy seriously. The formation we collect and hold as a result of your application, enrolment and progress through the course will be processed and used in accordance with Data Protection Legislation.

The information you provide may be shared with other organisations for education, training, employment and well-being related purposes, including for research. You may be contacted after you have completed your studies to establish whether you have entered employment or gone onto further training or education.

Peterborough Regional College may disclose personal data held about you to other parties, including the following organisations:

- University Centre Peterborough;
- Student Finance England;
- Local Education Authority;
- the Police and other law enforcement agencies and emergency services;
- the Home Office, UK Visas and Immigration (or any Body that replaces it), Higher Education Statistics Agency and professional and regulatory bodies;
- i-Graduate who undertake the Destination of Leavers from Higher Education survey

Cancellation:

9. Whilst PRC very much hopes that you will accept our offer and go on to complete successfully your chosen course of study, we recognise that you may change your mind after accepting our offer.

10. In accordance with Consumer Contracts (Information Cancellation and Additional Charges) Regulations 2013, you have a statutory right to cancel this contract without giving any reasons before you enrol. To cancel this contract, you must inform us of your decision by way of a clear statement (e.g. by letter or by email to admissions@ucp.ac.uk). Alternatively, you may use the model cancellation form which is below.

11. If you cancel the contract before you enrol, PRC will reimburse to you all payments received from you without undue delay using the same means of payments as you used for the initial transaction unless expressly agreed otherwise. You will not incur any fees as a result of the reimbursement. The refund will be made to you no later than 30 days after the day on which we are informed of your decision to cancel the contract.

12.Cancellation Form

13.You can complete this form if you wish to cancel your place on the above course. Either paste it into your email and send it to admissions@ucp.ac.uk or print it and post it to the address below.

14.To: UCP Admissions, University Centre Peterborough, Park Crescent, Peterborough, PE1 4DZ.

As the Student Terms and Conditions states, I am entitled, for whatever reason, to cancel my acceptance of a place at UCP within a period of fourteen (14) days starting from the day after UCP receive notification of my acceptance of your offer. **I hereby give notice that I cancel my place on the course detailed below:**

My Name:

Course:

Address:

Telephone Number:

Signature*: **Date:** / /

**Signature only required if this form is printed and completed, otherwise it may be sent from your email.*

Appendix B: Competition Market Authority (CMA) – Criteria Mapping Template

RESEARCH & APPLICATION STAGE:

The following should be completed for any material that could be considered as a ‘call to purchase’ i.e. that might be viewed by students in an attempt to persuade them to sign up to a course. This information is considered as ‘pre-contract information’ and should therefore be clear, concise and accurate, as it is essentially considered by CMA as being legally binding. This form reviews avenues through which information is provided both **visually** and **in writing** however the same principles apply for information provided to prospective students **verbally**. Any identified actions should be added to the Action Plan at the end of this document and provided to the Academic Director to ensure timely completion.

Material Being Reviewed: Choose an item.

Course: Choose an item.

Reviewed / accessed on: [Click here to enter a date.](#)

Elements of Material to be reviewed	Provided up-front, or, told when/ where this will be available?	Easily Located?	Accurate?	Clear & Unambiguous?	Appropriate Language Used?	Action Required: <i>Add to the Action Plan</i>
e.g. <i>List of compulsory modules</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<i>The compulsory modules are not separated from optional modules</i>
1. Introductory Course Information						
Course Title	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Awarding Body	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
FT Length of Course	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
PT Length of Course	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Start & End Dates	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Name & location of place of study	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Likely location of placements (if applicable)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
PSRB Accreditation (if applicable)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Timetable Information (FT/PT considered)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

Elements of Material to be reviewed	Provided up-front, or, told when/ where this will be available?	Easily Located?	Accurate?	Clear & Unambiguous?	Appropriate Language Used?	Action Required: <i>Add to the Action Plan</i>
2. Entry Requirements						
Academic & Non Academic Entry Criteria	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Specific language requirements	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
How to apply, other than through UCAS	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Accreditation of Prior Learning or Experience	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Interview or any other activities (portfolio etc.)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Signposting to the Complaints Policy	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
3. Course Structure & Delivery						
Purpose & key features of the course	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
How the academic year is organised (terms, semesters, unsociable hours, block teaching)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
How each year is broken down into modules and their contribution to the final grade	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
4. Module Information *						
List of compulsory modules	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
List of optional modules	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Statement if optional modules may not run	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
How students will be informed of any changes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
5. Teaching & Learning *						
Overview of teaching & learning activities	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Indicative class sizes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Importance & volume of independent learning	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Workload involved in studying on the course	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Overview of learning and disability support	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

Elements of Material to be reviewed	Provided up-front, or, told when/ where this will be available?	Easily Located?	Accurate?	Clear & Unambiguous?	Appropriate Language Used?	Action Required: <i>Add to the Action Plan</i>
Opening hours	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Information about teaching staff	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
6. Assessment & Feedback *						
Progression information (what is required?)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
All potential scenarios (e.g. classification implications if certain modules aren't passed)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Link to information regarding compensated passes etc.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Link to information regarding impact of plagiarism	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Availability of formative assessment	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Overview of summative assessment	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Arrangements for returning marked work	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
7. Costs & Financial Support						
FT & PT Tuition Fees for the course duration	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Arrangements for paying fees	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Other course related costs	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
A link to detail on accommodation costs	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
A link to financial Support available	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

*Not necessary for 'Offer Letters'

ACTION PLAN

Action Required	By Whom?	Target Date	Date Completed
		Click here to enter a date.	Click here to enter a date.
		Click here to enter a date.	Click here to enter a date.
		Click here to enter a date.	Click here to enter a date.
		Click here to enter a date.	Click here to enter a date.
		Click here to enter a date.	Click here to enter a date.
		Click here to enter a date.	Click here to enter a date.
		Click here to enter a date.	Click here to enter a date.
		Click here to enter a date.	Click here to enter a date.

Name of Reviewer:

Signed:

Confirmed by:

Signed:

Date Authorised: Click here to enter a date.

To be reviewed: Click here to enter a date.

P900 Competition Markets Authority and Student Protection Policy

Originator: Academic Director UCP / Director of Quality

Issue: c 18/05/2017 Page **15** of **15**

Equality Impact Assessment: (Section one) and/or (Section two)

Approved: (Draft or Principal) Review date: