



Dear Agent

We would like to draw your attention to advice produced by the UK Competition and Markets Authority (CMA) in relation to the Higher Education sector.

Following a review of UK Consumer Protection Law, a simple, modern framework has been developed highlighting a consumer's right to:

- Get what they pay for
- Receive goods and digital content that are fit for purpose and services are provided with reasonable care and skill
- Have faults put right free of charge, or to be provided with a refund or replacement or re-performance of the service
- Be given clear, accurate and easily understandable material information at the correct time, particularly at the pre-contract stage.

As a result of the new framework, the Higher Education sector is under increasing scrutiny at both an undergraduate and postgraduate level to ensure that students are being treated fairly and in line with their rights. A short guide to consumer protection law can be found online at <http://bit.ly/HEadvice>.

As a representative of the University, we value the significant role which you have in ensuring that together we adhere to the law. Failure to do so would represent a breach to your contract. In short:

We (the University and its representatives) are required to...

- Provide the information an enquirer needs to make an informed decision. This includes information relating to the course structure and fees/costs (including any additional extras) and key rules and regulations.
- Provide information that is accurate, complete, clear and unambiguous, in an up front, timely and accessible manner – this includes information provided in person, in printed materials, on websites and on social media.
- Provide information about how an individual may submit a complaint to the University.

We (the University and its representatives) must not...

- Ignore our commitments under the Consumer Rights Act and related consumer protection legislation

- Advertise courses or services that do not exist
- Omit material information which is information a person needs in order to be able to make an informed decision
- Provide information that is inaccurate, obscure or untimely
- Use aggressive sales tactics
- Make reference to a specific academic member of staff in relation to the future teaching of a defined module or course.
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To ensure that we comply with the law the following action points must be adhered to:

1. To mitigate the risk of the provision of misleading information to the consumer caused by the duplication of information online, we ask that you:

- Limit course information presented on your website to the following:
 - Start dates (including application deadlines)
 - Course fee (including associated costs such as summer schools)
 - Entry requirements
 - Accreditations
 - Link to content on University website, for example course brochures and ‘Study with Us’ course pages.
 - University images and logo
- Refrain from presenting the following information on your website:
 - Course modules
 - Course structure
 - Teaching and assessment methods
 - Courses that are no longer available/being offered by the University
- Include the following disclaimer on each page of your website, where University of Leicester course information is displayed: ✓

The information on this webpage is indicative of the course provision provided by the University of Leicester. Due to regular enhancement of the University’s courses, please refer to the University’s own website (www.le.ac.uk) and Terms and Conditions (<http://www2.le.ac.uk/legal>) for the most accurate and up-to-date course information. You are advised to read the information on the University’s website prior to submitting an application.

2. To provide applicants with information that is accurate, complete, clear, unambiguous, up front, timely and accessible we ask that you:

- a. Use official University information and publications provided in our course brochures and on our website to respond to specific questions from enquirers, applicants or students.
 - b. Refrain from developing regional/partner specific course brochures that duplicate course information without the explicit prior approval of the University.
 - c. Encourage applicants to study the terms of their offer and support them in understanding them and associated implications. For example, the failure to pay course fees may result in a student being withdrawn from a course.
3. In the event an individual is dissatisfied with any aspect of their course or an academic decision; in the first instance they should raise this with the Department, ideally with the person most directly involved, for example the relevant lecturer or personal tutor. In most instances the Department will be able to resolve the issue but in cases where this is not possible, and the student wishes to make a formal complaint to the University, our partners are required to signpost the individual to the official complaint procedure which is outlined on our website:
(<http://www2.le.ac.uk/offices/sas2/regulations/appeals-complaints>).

Further information can also be found in our Senate Regulations (12) available online:
(<https://www2.le.ac.uk/offices/sas2/regulations/documents/senatereg12-complaints.pdf>)

By failing to adhere to the new legislation the University is at risk of legal action, which comes with significant financial and reputational implications.

Tuition fee liability and refund policy

In August 2015, the University's refund policy was amended. The purpose of the revision was to add clarity to the process and ensure that the policy is in line with how our costs are incurred. As part of the new consumer rights legislation, we have a duty of care to inform students of their right to receive a refund.

Please familiarise yourself with the revised Senate Regulations (3: 3.29 onwards) (<http://www2.le.ac.uk/offices/sas2/regulations/documents/sr-3-fees>) and advise students to contact the relevant DL Hub should they wish to withdraw from their course.

Further information about our refunds policy and fee liability is available on our website (<https://www2.le.ac.uk/offices/finance/student-fees/fee-liability-calculation>)

If you have any queries about this legislation or its impact on the important work you do for the University please do not hesitate to [contact us](#).

Kind Regards

International Office, University of Leicester