



MONT ROSE®
COLLEGE

Consumer Protection Policy

2023-2025

Approved by: Academic/Quality Assurance Board

Date of approval: 18/05/2023

Effective date: 18/05/2023

Next review date: 30/05/2025

Purpose

1.1 This Policy is drafted to provide the prospective and current UK undergraduate students advice on their rights under the consumer protection law.

1.2 Knowing the consumer rights assists the students when choosing the teaching provider and in case of any complaints regarding any services received.

1. Scope

2.1 This Policy covers three key consumer law issues for students:

- Information.
- Terms and Conditions
- Complaint Handling

2.2 The Policy refers to the following legislation:

- Consumer Protection from Unfair Trading Regulations 2008 (CPRs)
- Consumer Contracts (Information, Cancellation and Admission Charges) Regulations 2013 (CPRs)
- Part 2 of the Consumer Rights 2015 (which covers unfair terms)

2. Information

a. Information for Prospective Students

3.1 The College lists the material information for the prospective students on its website. It includes the course title, the entry requirements, core modules, delivery type (e.g., contact hours, expected self-study time), assessment method, the qualification achieved on successful completion of the course, awarding body, location of the campus, the length of the course, Terms and Conditions)

3.2 Material information disclosed on the website also includes course costs (tuition fees and any sundry expenses). The prospective students are advised to read the *Students' Fee Policy* on our website <https://mrcollege.ac.uk/mrc-policy/> for more information on:

- How and if likely, any fees will change in the future
- Likely sundry expenses may incur during the course.
- Payment methods and timings.

3.3 The College will provide the applicants with the information they need for making an informed decision before they start a course, for example (but without limitation):

- a) Introduce course content and structure (Offer letter, Induction package, Students' Handbook, Mont Rose College website)
- b) Inform about the tuition fees and whether there will be any additional fees associated with the course, such as registration fees, equipment, or other fees. (Offer letter, Induction package, Students' Handbook, Mont Rose College website).
- c) Inform the student about the course transfer procedures if they change their minds after course enrolment (*Transfer Policy*-<https://mrcollege.ac.uk/mrc-policy/>)
- d) Introduce the student to rules and regulations that they are bound by, such as Attendance Policy; Teaching & Learning Policy, Assessment Policy, Welfare Policy; Racial and Sexual Harassment Policy; Prevent Duty, Student Complaints Policy, etc. (Students' Handbook, Mont Rose College website)
- e) Inform international students about English proficiency requirements as well as student visa requirements.
- f) Inform the student about all available facilities (Students' Handbook, Mont Rose College website, open/induction days)
- g) Ensure that information provided to prospective and current students is accurate, clear, unambiguous, and timely.
- h) Inform the candidates before or at the latest when offering admission about any changes, including course information and costs, changes to cancellation rights, course or institution transfer procedures, or complaints handling.
- i) Give prospective students notice of their 14-day right to cancel. The withdrawal form should be completed and submitted to the Student Services Department-within 14 days from the start of the course for the student to be eligible for a refund. For more information, students are advised to refer to the *Refund and Compensation Policy* and *Students' Fee Policy* on our website <https://mrcollege.ac.uk/mrc-policy/>.

- j) Inform students with special needs concerning the provision of reasonable adjustment (MRC Student Disability Policy)

b. Information at the time of the Offer

Inform students about course title, modules, awarding body, course duration, tuition fee, location of study, and information about the right to cancel and withdraw during 14 day period from the day offer is issued.

- Inform students of the full terms and conditions.

c. Information at the time of Enrolment

- Inform students about the information provided in the offer letter more clearly and comprehensively.
- Inform students of terms and conditions of study (Student Handbook, relevant Programme Handbooks)

3. Terms and Conditions

4.1 The *Terms and Conditions* form part of the contract between the student and the College

4.2 The College will ensure that the *Terms and Conditions* are fair and transparent. *The Terms and Conditions* are published on the application forms and the website <https://mrcollege.ac.uk/terms-conditions/>

4.3 Students are required to confirm that they read the *Terms and Conditions* when they apply for the course.

5. Commitments

5.1 The College commits to ensuring that :

- The students have full access to the College's rules and regulations. All the changes implied by Law or the College's Management are reflected in the College's policies and available for students' information.
- The full information about the amendments (where specific changes are expected after an offer is accepted) are provided promptly so that the students can agree to this and/ or be advised how to proceed if they are not

happy about the change.

- Contractual terms are fair and balanced under unfair terms legislation (where any contractual term allows changes to the pre-contract information).
- The staff is fully trained and aware of their roles and responsibilities.

5.2 The College will **NOT**:

- Apply academic sanctions for non-tuition debts. "Academic sanctions" include: preventing graduation, suspension, and progression to another course, withholding the student's results, refusing tuition or access to facilities that are critical to study.

6. Intellectual Property Rights

6.1 The students' intellectual rights to any developments achieved during the course will belong to the students concerned.

6.2 When some programmes/ projects require assignment of IP rights to the College, the student's involvement in the programme/ project will be appropriately acknowledged in the publication. The students will be made aware of how the College treats IP before they are engaged in such programmes/ projects.

7. Complaint Handling

7.1 Any prospective students having complaints regarding the information provided or any other admission issues can read the *Policy and Procedures for Admissions Appeals and Complaints* <https://mrcollege.ac.uk/policy-procedure-for-admissions-appeals-and-complaints/>

7.2 All complaints handling processes are fair and transparent. The students' complaints and appeals policies are available on the Mont Rose College website <https://mrcollege.ac.uk/mrc-policy/>

7.3 Students are informed about their right to escalate their complaint to an external scheme such as the Office of Independent Adjudicator (OIA), if they are not happy with the outcome of the complaint.