Students and Consumer Rights
The CMA has published guidance on how HE provision fits into Consumer Rights Legislation.

This originates from the introduction of 9k fees.

Aimed at FT UG students, but applicable to all.

Lots of good practice in the guidance.

The Government see CMA as being another HE regulator (alongside HEFCE).
CMA guidance - overview

- **Information provision**: upfront, clear, accurate, comprehensive, unambiguous and timely information to prospective and current students.
- **Terms and Conditions**: must be fair and balanced
- **Complaint handling processes**: must be accessible, clear and fair to students.
- **Students have the right to escalate to the Office of the Independent Adjudicator.**
This is divided into course specific information and university specific information.

For collaborative provision (categories B C and F)

- location of study
- Teaching institution
- Overview of the nature of the relationship between EHU and the partner
- Information relating to provision of resources for the programme and how/where students will access them.

This information is both written and verbal
Edge Hill policies which form part of the Terms and Conditions

Over 50 policies, procedures at the last count!

1. Academic (inc. Academic Regulations, appendices to the Academic Regulations, Assessment Policy)
2. Student Conduct (inc. Student Bullying and Harassment Policy, Professional Review procedures, Freedom of Speech Policy, Student Code of Practice, Student Regulations)
3. Financial Matters (inc. Tuition Fees Policy, Tuition fee regulations, Student Debt Policy)
4. Student welfare – fitness to study
5. Admissions (inc. Admissions Policy, Conditions of Offer)
6. Complaints Policy
7. IT (inc. University IT policy, IT Acceptable Use Policy)
8. Student Handbook
9. Student Charter
10. Intellectual Property Policy
11. Data Protection Policy
12. Health & Safety
13. Ancillary (inc. Licence/Residential Agreement, Partners agreements)
What is Edge Hill doing?

- Compiling a definitive list of policies and procedures which form part of the Students Terms and Conditions
- Having a one-stop shop for students for terms and conditions (publication of the above) https://www.edgehill.ac.uk/documents/student-terms-and-conditions/
What can you do?

Keep us informed of any changes to

- Hours
- Access
- Support
- Study facilities