



Provider's name: Anglo Skills College

Provider's UKPRN:10030497

### **1. Our overall approach to ensuring compliance with Consumer Protection Law**

Anglo Skills College (ASC) is committed to compliance with Consumer Protection Law and abides by the guidance issued by the Competition and Markets Authority (CMA) on the application of Consumer Protection Legislation within the HE sectors. The college's approach to compliance with consumer protection legislation is reviewed by the Senior Management Team and Board of Governors on an annual basis. Any proposed improvements and changes in strategic planning are discussed in the annual board meeting agenda.

The principal leads on the consumer protection agenda and oversees the college's practice on Consumer Protection Law.

In the Annual Board agenda meeting, the agenda includes commentary on CMA compliance and any related complaints with regards to consumer protection law.

ASC college have established mechanisms to monitor our obligations with Consumer Protection Law and ensure our compliance;

- The Principal and the Senior Management team undertakes monthly meetings with staff to ensure coordinated and effective means of transparent communication and processes between students and the college.
- The Appeals and Complaints policy and all other college policies are reviewed annually by the Senior Management Team and Board of Governors and is shared with staff, students. All policies are available on the college website.
- The college complaint handling processes and practices are accessible, fair and free to all students, with clear information on how to raise an Informal Complaint and Formal complaint and includes details for the Office for Independent Adjudicator.
- Evaluation of Student views and their feedback is collated regularly and discussed with the Senior Management meetings. Continuous improvement outcomes are implemented to improve the overall student experience.

### **ASC Quality Assurance Process**

ASC has established an effective and robust internal quality assurance system for all types of courses including higher education, developing mechanisms to maintain the key standards in all areas of teaching and learning; student's assessment, course delivery and progression. The mechanisms uphold teaching and assessment practices, and internal verification processes. The monitoring of student's progression is regularly reviewed and evaluated to ensure the accurate, consistent course delivery and assessment of student's achievement and progress.

**All policies and procedures are reviewed annually to check key standards of the quality of teaching and learning at the College.**

The college has established a regular reviewal process through standardisation and monthly quality meetings.

- The Senior Management Team reviews on a regular basis, that the provision of information is provided to prospective and current students in a timely manner, is informative, transparent and is easily accessible through various mediums, such as via our website.

Effective means of communication and processes are adhered to by the college staff to facilitate accurate and responses to enquiries and complaints within set time frames.

- The Senior Management Team and Governance Team consult with the CMA guidance in an effort to ensure the college Terms and Conditions are fair and balanced and that students are not disadvantaged by the college's terms.
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**As part of our approach to support the colleges compliance with the Consumer Protection Law the college provides prospective students with;**

- Pre-contract information Offer Letter and Unconditional Offer Letter, detailing course overview, fees, the college Appeals and Complaints Policy and also the student's cancellation rights in a PDF format.
- A Fact Sheet which summarises important information about Courses, Fees, Terms and Conditions and how to raise complaint internally, externally or via the Office of the Independent Adjudicator (OIA).
- The Student Handbook; steps have been taken to implement CMA guidance. Reviews take place on an annual basis by the Senior Management Team.



- A summary of the college policies are available on the college website in the policy section, hard copies are available from the Administration Team.

## **2. Our approach to providing information to applicants and students: research and application stage, offer stage and enrolment stage**

The college ensures that prospective students and current students are provided with and able to access key information via a range of sources throughout their research, application, offer and enrolment stages in a timely and appropriate manner. The Senior Management Team oversees updates marketing activity on the website, prospectus and other public information.

### **Research and application stage.**

#### **Website**

As part of our approach to enhance the student experience and in line with the college expansion plan, the college is investing in a new website which is due to launch at the end of 2018.

The colleges current website enables prospective and current students to;

- Access course overviews and descriptions which are reviewed and monitored by the Senior Management Team prior to going live. Regular monitoring is undertaken by the Senior Management Team to ensure accuracy of content.
- Understand the skills or knowledge they will possess upon successful completion of the course. The website provides relevant information to help them make informed decisions about which course to study.
- Make enquiries via the website Enquiry Form – responses are acted upon within three working days.
- Access and download the college prospectus which details course information for both EU and international students. Hard copies are also available at the college and can be posted upon request.
- Gain general information about living in Nottingham and its surroundings.
- (Prospective students) contact the college via email / telephone to seek guidance. The college invites prospective students to attend the college for a 1:1 informal visit with the Programme Lead to discuss specific requirements.

## **Student Handbook**

The Student Handbook is updated by the Senior Management Team on an annual basis.

## **Open Days**

The college hosts a number of Open Days throughout the year; prospective students / parents / guardians / carers are welcome to have a tour of the college, gather information and meet the tutors and staff.

The college's regulations and policies relating to student admissions, recruitment and learning are available during Open Days and also via the website and in the Student Handbook.

All prospective students are required to complete the college Application / Enrolment Form.

## **Offer stage:**

The college admissions team provides the pre-enrolment information, details about the admission process and course information that the student intends to enrol on, along with the College Appeals and Complaints Policy and the students cancellation rights in a PDF format.

This is to ensure that prospective students have clear information about their course details, fees and Terms and Conditions and additionally have sufficient time to raise any queries that they may have.

- Home applicants are invited to attend the college for an interview. Interviews take place on a 1:1 basis between the applicant and their potential HE tutor. During the interview, the application form and personal statement is checked by staff and the applicant is also provided with the opportunity to receive answers to their specific questions. The college Terms and Conditions are discussed including work experience requirements and qualification evidence requirements
- Prospective International students follow the same process above, however they are invited to a Skype Interview instead.
- Prospective students are provided with the Student Handbook and Terms and Conditions.

## **Enrolment Stage:**

The college issues successful students with an Offer letter which provides their course information, specification and term dates in addition to the college Admission Policy, Appeals and Complaints Policy the students cancellation rights in a PDF format.

## **Induction Days:**

Prospective students are invited to enrol at the college (if they are based locally) where they have the opportunity to meet the staff, learning support team and receive advice and guidance on their course and progression routes.



During enrolment, students are provided with explanations of the college Consumer Protection Obligations and the college Appeals and Cancellation policy along with the Student Handbook. Each September in the new academic year, continuing students are provided with the Student Handbook.

### **We evaluate our enrolment processes through:**

- Student Application, interview, enrolment processes and academic assessment and outcomes are presented at meetings will be shared with the senior management team and students.
- Student feedback via surveys and internal feedback forms which is shared with the Senior Management Team and students for future improvements and development.

### **3. Our contract terms and conditions**

The college provides its Terms and Conditions before prospective students accept an offer of a place on a course during the pre-contract stage (Offer Letter) and again during the Unconditional Offer Letter stage. Important Terms and Conditions which are of high importance or described as 'surprising' are flagged in red text to draw the students attention. We highlight significant points within the colleges Fact Sheet which details important information about courses, fees, Terms and Conditions and how to raise and informal or Formal complaint internally and externally via Office of the Independent Adjudicator (OIA).

For all student contracts including distance contracts, between the college and International student admissions, the Unconditional Offer Letter or conditional Offer Letter are provided as PDF email attachments.

#### **Student Cancellation - 14-Day 'Cooling Off' Period (Distance and Off-Premises Contracts only)**

If a student changes their mind about their course they have a period of 14 days starting the day after their place has been confirmed ('acceptance date') in which they can withdraw from the course and all fees already paid will be refunded.

ASC Legal advice is sought from Massers Solicitors for queries and guidance accordingly.

### **2. Anglo Skills College complaint handling processes and practices:**

Anglo Skills College ensures it's complaint handling process is transparent, fair, clear and set within reasonable times frames which do not disadvantage the student. The Appeals and Complaint Policy is updated and reviewed on an annual basis by the Senior Management Team and the Governing Body.

The Office of Independent Adjudicators good practice framework for guidance on handling complaints is referred during reviews. A hard copy of the document is available in the college for students to consult to.

The Principal and the Senior Management Team are responsible for maintaining and overseeing the complaints process. The Senior Management and Governing Body reviews the annual report on complaints and appeals to ensure good practice and highlight areas for improvement.

Students are able to access the ASC Appeals and Complaints Policy via the website, in person, via email and post. The Appeals and Complaints Policy is also provided to prospective students during the pre-contract information stage before they accept an offer of a place on a course.

The appeals and complaints process and procedure is located in the Appeals and Complaints Procedure Policy and refers to how students can raise an Informal or Formal complaint internally and also refers to external schemes such as the Office of the Independent Adjudicator (OIA).

Appeals and complaints raised by a student are put for the immediate attention of the Principal and handled as per the procedure. If complaints are not resolved internally, they are referred to the Office of the Independent Adjudicator (OIA).

**The following evidence demonstrates that our Appeals and Complaints process is clear, accessible and fair**

- Anglo Skills College Appeals and Complaints processes are reviewed annually during which student's feedback is considered.
- Guidance on complaints, refunds is available to all students.
- All updates that the college proposes are actioned via the internal quality assurance process and overseen by the Senior Management and Governing team. These updates are shared with staff and students.
- The Complaints and Appeals processes are shared with students during Induction and enrolment stage and are referred to in Student Handbook and included on Moodle.
- A live Action Plan arising from student feedback, External Examiner feedback, validating institution feedback, and Annual Monitoring Reporting is maintained, reviewed, updated and shared at each Quality Assurance meeting.



- Ensuring our staff understand our complaints processes, therefore staff attend relevant training to familiarise with the complaints processes and Consumer Protection Law. Staff attend partner and relevant training events and CPD training.

Anglo Skills College continually monitors the following websites to ensure ASC are compliant in issues relating to consumer protection law:

- <https://www.aoc.co.uk/> (Association of Colleges )
- <http://www.oiahe.org.uk/> (Office of the Independent Adjudicator (OIA)).
- <https://www.gov.uk/government/organisations/competition-and-markets-authority>  
(Competition and Marketing Authority)
- <https://www.gov.uk/government/publications/higher-education-guide-to-consumer-rights-for-students>
- <https://www.gov.uk/government/organisations/department-for-education> ( Department for Education)
- <https://www.naric.org.uk/naric/>
- <http://www.qaa.ac.uk/en> (The Quality Assurance Agency for Higher Education)
- <https://www.ucas.com/> (UCAS)