

Provider's name: University Academy 92 Limited

Provider's UKPRN: 10067648

Legal address: University House, Bailrigg, Lancaster, England, LA1 4YW

Contact point for enquiries about the self-assessment on guidance on consumer law: Karen Kingston,  
Registrar

## **Your overall approach to ensuring compliance with consumer protection law**

University Academy 92 Limited (UA92) is an institution operating under a franchise agreement with Lancaster University. As a result of this, UA92 will base its policies on the regulations of Lancaster University.

UA92 assesses itself as demonstrating a good level of compliance with consumer protection law and in doing so, ensures that it is providing applicants and students with accurate information about its courses. However, we are not complacent and continue to seek to improve our information and services in this area and pay due regard to Consumer Rights law and to any updates and further guidance published by the CMA. This is part of an ongoing process of continuous improvement focussed on providing prospective students with quantifiable, accurate, timely and accessible information, an excellent service and in ensuring that students and applicants are aware of their rights and responsibilities and also those of UA92.

We ensure compliance with consumer protection law in a range of ways including via the review and operation of policies and processes, through taking external professional advice and developing internal engagement with consumer law matters. Evidence in support of this includes:

- Consideration of Consumer Rights issues as part of the development of policies.
- Annual processes to review and update our prospectus, student recruitment web pages and registration documentation; this provides an opportunity to reflect on compliance with consumer law requirements.
- Development of module handbooks and a process for annual review to ensure we accurately depict the details of what will be available for prospective students during their course of study.

Innovations made to further improve compliance and information provision to students and applicants include the development of a summary terms and conditions document (Student Contract) which will support UA92 in ensuring the transparency of its terms and conditions. This document is available on our website in a durable format for downloading and a link to this is provided to all applicants when they are made an offer to study at UA92.

UA92 has in place an Admissions Complaints and Appeals policy and procedure. This is available to all applicants and is available on our website in a durable format for downloading and a link provided to all applicants when they are made an offer to study at UA92.

Mechanisms we will use to ensure and monitor compliance with consumer protection law will include:

- Having designated staff with responsibility in this area – including the Director of Marketing, Director of Student Recruitment and International, Registrar, along with the Marketing and Communications, Student Recruitment and Academic Registry Teams.
- Running regular staff training on the importance of providing applicants and students with clear and accurate information in support of compliance with UA92's consumer rights

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obligations. This is particularly targeted at academic and recruitment staff but will be made available more widely to all staff in UA92 as part of induction processes.

- Annual processes which review and update our information provision to applicants and students referred to above.
- Monitoring best practice guidance from the CMA and using this to inform our compliance.
- Staff and student information on consumer rights will be made available on our webpages and Microsoft Teams.

The monitoring of compliance with Consumer Rights law will be undertaken by UA92's Academic Governance Joint Committee, which reports directly to Lancaster University's Academic Standards and Quality Committee and Senate, as UA92's degree awarding body. The Academic Governance Joint Committee will be responsible for ensuring compliance with Consumer Rights law.

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

UA92 publishes an undergraduate prospectus (or digital equivalent) each year. For each qualification, the prospectus contains summary information on qualifications offered, degree content and structure (i.e. modules), entry requirements, information on future careers, and clear direction for prospective students to visit UA92's website for full information.

The UA92 website will act as our primary means of communicating the full details on our programmes and our terms and conditions. Each programme has a dedicated page providing full details of the programme, modules and costs.

We ensure that this information is accurate and clear by undertaking a process of editing and reviewing it over a 12-month period in the case of the prospectus. Any in-year changes are updated immediately on digital formats. This involves liaison with the relevant Head of (Academic) Department and Course Leaders in relation to the academic detail of the programmes on offer. This in turn is underpinned by a course approval process which will ensure the necessary data is collected, maintained and regularly reviewed. Where changes are made to the modules on offer, the methods of assessment or other material changes which would affect students or the information provided to applicants, mechanisms are in place to ensure that appropriate communication takes place, including gaining the consent of applicants/students and/or consulting with students as appropriate and in line with best practice guidelines. UA92's Student Consultation Policy details the steps required for these processes.

This information is also used as a reference point by our attendees at fairs and school and college visits and by colleagues responding to telephone and e-mail enquiries in order to ensure consistent and accurate information in all interactions with prospective students.

Our offer letters to student applicants will alert the recipient to our terms and conditions and provide a link to the full terms and conditions, located on the UA92 website, where our summary of key terms can also be found.

We welcome feedback from applicants, students, teachers, career advisors, parents and others about the quality and accuracy of the information we provide. We use such feedback and information we gather through market research to improve the quality and correct any issues of accuracy with our data.

Evidence of the above can be found:

- In our published prospectuses (physical and/or digital);
- On our course pages (<https://ua92.ac.uk/study-with-us/courses/>);
- In the information which will accompany our offer to students;
- On our terms and conditions page ([Terms and Conditions](#));
- In relation to course approval and change processes;
- Within Lancaster University's Manual of Academic Regulations and Procedures;

- In our annual processes to gather, review, update verify and publish our prospectus, course pages and terms and conditions;
- In the management processes which govern our formal offers to students and require relevant Head/Director-level sign-off of content provided on our web pages;
- In our response to periodic sector advice and guidance issued by the Office for Fair Access (OFFA), Competition and Markets Authority (CMA) and others;
- The induction training we provide to all staff will cover our consumer law obligations.

### **Your contract terms and conditions**

Our terms and conditions, including rules and regulations, are made openly available to applicants and students on our website: <https://ua92.ac.uk/help-guidance/student-regulations/>. Terms have been drafted to ensure that they are fair to students.

Annual processes will be put in place to review UA92's contract terms and conditions. We will update our terms and conditions where necessary and will provide an opportunity to reflect on them to ensure they are compliant. Students will be consulted, as appropriate, to ensure that UA92 is cognisant of the student voice as part of any developments to its terms and conditions.

UA92 has a Refund and Reimbursement policy and this will be referenced in the terms and conditions.

## Your complaint handling processes and practice

UA92 has in place a Student Complaints Policy and Procedure. This procedure is openly available on our website <https://ua92.ac.uk/help-guidance/student-regulations/> for students to access, as well as the all-student section of Microsoft Teams.

This procedure was developed in conjunction with our degree awarding body, Lancaster University, and was approved by it.

UA92 is a member of the Office of the Independent Adjudicator for Higher Education (OIA).

In order to ensure that our complaints process is clear, accessible and fair, we:

- Use The OIA's good practice framework to inform the development of our policy and our practice;
- Use the advice provided by Crystal Mark, the plain English campaigners, to inform the development of our policy and to ensure that it was written in a clear, plain English, student friendly language.
- Provide an easily accessible online complaints process. This is available on publicly facing webpages and on Microsoft Teams and includes clear guidance for students on how to submit complaints and what to expect once a complaint has been submitted.
- Provide training and guidance to staff involved in the investigation and determination of student complaints to enhance all aspects of best practice, including fairness.

In order to ensure our on-going compliance with Consumer Rights law and that we have due regard to the requirements:

- We will review all complaint cases on an annual basis, in part to ensure fairness and to drive forward continuous improvement of the delivery of the academic and student experience. All complaints will be overseen by staff who are independent of the delivery of academic and student facing services for the concerned student(s). We will also provide advice on process so as to ensure consistency in decision-making. This review will also consider any consumer rights issues which arise and will help to inform any changes to procedures which might be required as part of our drive to continually improve our delivery.
- On at least an annual basis, the Academic Governance Joint Committee of UA92 will consider issues arising from review of student complaints as part of its role in overseeing and monitoring compliance with the requirements.

