



# ICON College of Technology and Management

## Student Guidance on Consumer Protection

### Introduction

This guidance has been produced to enable you to understand your rights as a student consumer. The College is keen to ensure that the agreement we both make when you enrol with us is a fair one. It is important to us that the quality of your studies is delivered to a high standard. Whilst we endeavour to achieve and retain these high standards, there may be an unforeseen occasion where you feel your studies have not quite met expectation and that this is not due to you. The College has now put in place transparent policies and procedures to protect you if you are not happy with the product we deliver. These are simple to understand and this guidance makes it clear what you can do.

### Your studies

Under the Consumer Rights Act (2015) you have rights as a consumer and we have obligations. We want you to enjoy and benefit from your studies but at the same time we seek to provide a fair and open solution if you are not quite happy with the delivery of your course or a unit on the course. We provide guidance on how to seek a solution and to return to normality. In order to ensure your protection as a consumer the College has produced the following procedures:

- A clear set of fair **terms and conditions to your contract** (“the agreement”) that we both sign when you join the College. We recognise that your fees are not insubstantial and that you want value for money. We want to give you value for money.
- **A 14-day Cancellation Clause** enabling return of your fee. It may be that the course you entered was not quite right for you or was not what you expected; in this case, you can get your money back without unnecessary complication.
- **A Refund and Compensation Policy:** if a course or even a unit is not delivered to the standard you expect, you can raise this matter with the College and we will do all we can to ensure that matters are resolved to your satisfaction. If we are unable to satisfy your concerns, you are entitled to take this matter further to the Management Board of the College.

### The In-College Consumer Law Group

The College has also set up an In-College Consumer Law Group (ICCLG) for your protection, containing key staff, a legal tutor and two student representatives that meet periodically to ensure that consumer rights are effectively in place and are being delivered by the College.

The student representatives on the ICCLG seek your opinion and feedback to the ICCLG with respect to the functioning of the refund and compensation policy; we also expect this policy to be known to whole student population. The ICCLG reports directly

to the Management Board immediately after the meetings, raising any important matters.

### **The Consumer Market Authority Guidance (CMA Guidance)**

The CMA Guidance serves as a code of good practice and the College follows this guidance to advise students on consumer protection. All policies and procedures relating to your protection as a consumer are in place. A copy of the CMA Guidance is available in the College Library as well as on the College website (<https://www.iconcollege.ac.uk/Page/73>). Your Heads of Department brief all tutors on changes to student terms and the CMA guidance.

### **Your student representatives**

Your student representatives on the Committee will brief all student representatives of the College after each meeting of the ICCLG, and issues can also be raised at the Staff Student Liaison Panel (SSLP) whenever it meets. The Chair of the ICCLG briefs the Management Board drawing its attention to any matters of concern, which can then be dealt with quickly and effectively.

### **What if student have a complaint?**

The College has a complaints procedure which is available in the Student Handbook and via the ICON VLE. The website provides access to all the policies with regard to student rights and protection required under consumer law as well as access to the CMA guidance document.

### **Points of Contact**

If you feel that your agreement has not been delivered or you are entitled to a refund or compensation or wish to cancel your course within the first 14 days, then raise your concern with either the Student Welfare Officer or the relevant Head of Department in the first instance.

### **Our promise**

We wish you to enjoy your studies. However, if something goes wrong, we will do our best to mitigate your concerns and help you to achieve an outcome that is satisfactory both to you and to the College.