

Meeting CMA expectations

The Academy intends to meet the expectations and requirements of the Competition and Markets Authority (CMA) and this procedure sets out the steps we are taking to ensure that we do so.

Information provided by the Academy

We will ensure that:

- pre-enrolment information is clear, accurate, accessible and unambiguous, including all information which might affect a student's decision to enrol
- course information includes all relevant costs, with nothing hidden
- full contractual terms and conditions are available
- prospective students have all necessary pre-contract information before accepting an offer
- any possible changes are clarified
- we publish notice of 14 day right to cancel
- we provide confirmation of contract
- we draw students' attention to terms and conditions, rules and regulations, including particularly important aspects

Contract terms and conditions

We will ensure that:

- terms and conditions are easily accessible in clear language
- we will explain any important features to students
- terms are drafted so that their effects are fair and reasonable

Complaint handling processes

We will ensure that:

- the complaints procedure is accessible to students

- information about the complaints procedure is provided to prospective students
- students are provided with clear and accurate information about the complaints process
- the complaints process is fair, with reasonable timescales
- there are no unreasonable barriers for students pursuing a complaint
- we will train our members of staff in the complaint handling process