

CONSUMER PROTECTION: A SHORT GUIDE FOR UCL STAFF

- Students have rights under the law to receive the course of study as has been advertised to them.
- Students may have the right to seek refunds, financial redress and other remedies where they have been given inaccurate information or important information was missing.
- UCL could face legal and/or regulatory action if it does not adhere to the law.

WHAT DOES THE LAW SAY?

- Accurate “material information” must be given prior to an application and includes information given in writing, visually and verbally.
- Material information which is particularly relevant to open days and offer holder events includes the course content, course title and other examples listed below.

TYPES OF MATERIAL INFORMATION

Core and optional modules	Any field work or placements
Contact hours	Study abroad or year in industry
Tuition fees and additional costs	Types of assessment
Accessibility information	Accreditation information (e.g. PRSB)
Entry requirements	Location(s) of study
Teaching and learning methods	Mode of study (e.g. face to face /online)

TIPS FOR PROVIDING ACCURATE INFORMATION AT OPEN DAYS

- Make sure slide decks are up to date.
- It is important to manage expectations e.g. by not guaranteeing: (i) what optional modules are available or what location they are taught in; (ii) that certain members of staff will teach a specific module; (iii) what the exact mix of assessment is for modules; (iv) the exact amount of additional fees or costs; (v) what study abroad or industry placements are available; (vi) the exact mix and type of contact hours.
- Use a phone/tablet to check information you are giving against the prospectus to ensure the information you are giving is accurate.
- If there is a question you cannot answer immediately, provide an email address where the individual can make an enquiry/refer to the prospectus/website.
- Refer applicants to the relevant team/webpage if they have questions about accommodation, fees, admissions or study abroad.