

Annex C: Template for producing a self-assessment on guidance on consumer protection law

Provider's name: Anglo Skills College

Provider's UKPRN:10030497

Our overall approach to ensuring compliance with consumer protection law

We are compliant with the consumer protection law. We believe this because our courses provide a high quality education and are entirely fit for purpose. The courses are delivered in the exact same manner as they are described in the prospectus. Additionally, we have a fully trained and qualified internal verifier and internal quality team to review and check the standards of overall governance and operations of the organisation on a regular basis. All findings are recorded and feedback is reviewed with recommendations for improvement followed by quality improvement procedures. Our course descriptions are reviewed every year to ensure they are accurate and truly reflect the student experience and requirements.

Our Information provided is clear, transparent and is accessible through various mediums, with effective means of communication processes.

Our Terms and Conditions are fair and balanced, as demonstrated within our Code of Conduct for students and clients.

Our complaint handling processes and practices are accessible, fair and free to all students, with clear steps on progressing any complaints which may arise. In the case of a student being dissatisfied with any aspect of learning needs, we will discuss their concerns and where appropriate, we provide the option of a full refund in line with our refund policy which is fully compliant with the Consumer Protection Act and OfS compliance

1.1 The following policies are available on our website and also in hard copy;

- Safeguarding Policy
- Health & Safety Policy
- Appeals and Complaints Policy
- Equal Opportunities Policy
- Prevent Policy
- Malpractice Policy
- Ethics Policy
- Privacy Policy
- Development Plan
- Prospectus

- Academic Freedom and Collegiality' Document

- Student Protection Plan
- Access and Participation plan

As Anglo Skills College is a small to medium sized college, the designated individual responsible for ensuring the institution remains compliant is the Principal, Mr. Farooq Mir alongside the Senior Management Team.

All student and staff personal data is handled and managed with a high level of sensitivity and confidentiality. Such records are securely stored and locked in the principal's office under 2 tier locking.

Legal advice is sought from Messers Solicitors for queries and guidance.

Our approach to providing information to applicants and students: research and application stage, offer stage and enrolment stage

Anglo Skills College publishes a prospectus with details of all its courses for both EU and international students, which details the course's content, structure and length, the location of study and the award given on successfully completing the course.

The college's rules and regulations and policies relating to student admissions, recruitment, learning and achievements are available on the website and are also provided to students during enrolment.

All information is available on our website: www.angloskillscollege.co.uk which also details fees and further descriptions of courses. The site also features 'What our students say' 'Meet the Staff' and News pages. We also deliver our information via social media and prospective students and clients can enquire through social media. The website is continually updated and we also have any enquiry form for potential students to request further information.

Our policies are available on the website as detailed in section 1.1 above.

We also have different resources available;

Moodle

Website

Community radio, media outlets and publications

Leaflets and posters

Community centres

Social media

Information about the college, courses and fees and additional information can also be obtained in person from the reception desk at the college. Our timetables and delivery is updated on a termly basis. Our opening hours are Monday to Friday 8:30am – 6:00pm and in the future we plan to open on Saturday's 9:00am – 1:00pm.

The information we collect from students for enrolment purposes is minimised to what is necessary and with informed consent from the individual in line with GDPR and our Confidentiality Policy. We do not, under any circumstances, share this information with any other parties.

We recognise the importance of choosing the right location to study, therefore we provide general information about living in Nottingham and exploring the range of activities, socialising and events in the city.

Anglo Skills College is located in the Hub, a modern purposely built building situated on Friar Lane in the heart of the vibrant city of Nottingham. Our location is convenient and accessible; a 1 – 2 minute walk from Old Market Square, with easy access to all transport routes; buses, coaches, national rail and airports.

Our contract terms and conditions

Open Days

The college operates a number of Open Days throughout the year where potential students and parents are invited to discuss our course provisions, resources and their learning needs.

Induction Days

Once the students wishes to join the college, our academic team will invite the prospective student to enrol where they have the opportunity to meet the staff, learning support team and receive advice and guidance on their course and career development. Prospective students have the opportunity to meet the Welfare Officer, the support team and the Principal.

During enrolment, students are provided with explanations of their consumer rights and information about how to proceed in the event that they are unhappy with their course. We draw their attention to our refund policy which is compliant with the consumer law and their statutory rights.

During enrolment, we also ensure that students are made aware of their own obligations to their study programme and that the college cannot be held responsible for students who do not attend regularly and do not complete assignments. In certain cases a student may be given a contract in which his or her own obligations as a student are aligned with the College's obligation. This is used as a helpful tool to assist the student reintegrate into their study programme.

Our complaint handling processes and practices

Anglo Skills College handles complaints in a timely, confidential and efficient manner in line with our internal practices and policies.

Should a student wish to raise a complaint, they can do so following our complaints procedure.

The Principal and the Senior Management Team members are present on a daily basis and are available to discuss any challenges or complaints students might have during their course. We have a strong communication system where the students can easily receive advice and guidance to assist in resolving concerns swiftly. Any serious issues are immediately brought to the Senior Management Teams attention.

The reception desk is the point of contact to provide detailed information and is manned every day. Complaints can also be received at the reception which will be forwarded to the Senior Management Team.

The Office of Adjudicators good practice framework is referred to for guidance and a copy of this document is kept in the college for students to consult to if the need should arise.