

Self-assessment on Guidance on Consumer Protection Law

Provider's Name: Acculearn Training Limited T/A Cranbrook College

ACCULEARN
Provider's UKPRN:10042483

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Approach to Ensuring Compliance with Consumer Protection Law:

Acculearn Training Limited T/A Cranbrook College is cognizant of the importance of the consumer protection laws and is committed to complying with these laws. The College has a clear Complaint Procedure for the students both for the existing students and the prospective students. The prospective students are explained all the details related to admission like admission criteria for a course, the fee structure, the teaching methodology, course content, the number of guided study hours and learning hours. The details are also available on the College website in the relevant section of the course.

<http://www.cranbrookcollege.com/our-policies/>

It is ensured that all the relevant staff is abreast of the changes taking place related to consumer protection laws.

The College continually takes advice on the consumer protection law and any guidance updates available on Competition and Markets Authority (CMA). The consumer protection laws related guidance is also updated through monitoring of various related websites. This is done through subscription of different agencies/organisations websites and subscription of newsletters to keep the College abreast of the changes in the consumer protection laws. It is ensured that all the relevant staff is aware of the changes taking place related to consumer protection laws. For this purpose, a dedicated staff is assigned the task to train and update through regular staff meetings and briefings.

The College has the following mechanism in place:

- The College admission, complaints procedure and quality assurance policies are reviewed and updated on a regular basis at least once in a year.
- The College has a clear, accessible and fair complaints policy
- The complaints policy provides a detailed mechanism for the complaints by the students and the procedure to follow which serves as a guiding principle for the staff while handling the student complaints, if any.
- The policies are available on the website and it also is part of the Student Handout Booklet provide to the students at the of the induction.

<http://www.cranbrookcollege.com/our-policies/>

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The relevant College staff members have a close coordination with the students and ready to take any feedback both positive or negative to keep the College of the existing students' problems.

Approach to Providing Information to Applicants and Students -- Research and Application Stage, Offer Stage and Enrolment Stage:

Research and application stage

Applicants are provided accurate information related to the course at the application stage. The College admission form serves as an agreement between the student and the institution. All the relevant information is part of the admission form. If a potential student calls over phone, the relevant staff member provides necessary guidance like the course content, entry requirements, fee structure, mode of payment of the fee and other related information. Most of the time Frequently Asked Questions (FAQs) are explained over the phone. However, the staff member over the phone encourages the prospective student to visit the College premises, if convenient, to have a better idea about the College.

Offer stage:

During their visits, prospective students are encouraged to ask questions and it is ensured that pertinent staff member responds to those queries. They are shown the facilities available for learning like library, practice and practical labs and classrooms to have a fair idea about the College and its learning environment. One to one guidance is provided in accordance with experience and/or qualifications of the potential students. They are advised on the various stages of the qualifications they must go through. The prospective students are assessed in their area of qualification along with English and maths skills. The relevant staff member sometimes shares the assessment and informs them which areas they need an improvement upon, if any, and what level of the assessment they are eligible to be enrolled in. The interview is also conducted which gives an idea about the prospective student and his/her eligibility for the enrolment. They are briefed about the requirements of evidence like their prior qualifications/pre-requisites, experience certificates, barring and disclosure requirements (if any) and are asked to provide documentary evidence at the time of the enrolment. Career adviser/relevant teaching staff member is sometimes available to guide the students through the academic and employment progression route.

Enrolment stage:

At the enrolment stage, the students enrolled are given a detailed printed copy of Student Handout booklet, reviewed and updated on regular intervals, at least on

yearly basis. The handbook contains all the relevant policies related to expected student conduct during study; facilities at the teaching premises, plagiarism and malpractice policy; student support services available; data protection guidance; health and safety policy and procedures; student duties and complaints and appeals policies. In addition to the hard copy of the Student Handout booklet provided to the Students at the time of the Induction, the copy is available on the College website. The induction day is conducted before the start of the classes and student goes through the induction in accordance with the College induction procedure and policy.

Contract Terms and Conditions:

Enrolments form is the contract between the student and the College. The enrolment is updated and revised, at least once in a year, on a regular basis in accordance with the changes and guidelines of the relevant authority and the College regulations. The enrolment is available on the College website throughout the year.

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Details relating to terms and conditions are held with several different policies i.e. admission policy, complaints and appeals policy, equal opportunities and diversity policy, assessment policy, data protection policy, environment policy, refund policy etc. These policies are clear and accessible and are available on the College website. The summary of the terms and conditions relating to different rules and regulations and terms and conditions is also available in the Student Handout booklet given to each student at the enrolment stage.

The policies are available on the following address at the College website:

<http://www.cranbrookcollege.com/our-policies/>

Complaints Handling Processes and Practices:

The College has a detailed transparent, fair and accessible complaint policy. The policy is reviewed and updated on annual basis in accordance with the changing laws and regulations.

The College encourages students' feedback about the services it provides; students wishing to make a comment or suggestion about Centre services, either

academic or non-academic, can do so informally at any point of service delivery by contacting the appropriate person.

Complaints on matters of the College policy should be directed to the Centre Manager.

At the same time, it is expected that in raising possible issues of complaint, students themselves will have observed their obligations as members of the College, through meeting their academic commitments and a level of general behaviour that accords with the College regulations or reasonable consideration for others.

As a part of our commitment students can:

- Use either the informal complaint procedure for minor matters that one can often be resolved on the spot or
- Use the formal complaints procedure where the informal approach does not work or the complaint is of more serious nature.
- While recognising that it is everyone's entitlement to have representation or support in making a complaint the Centre will normally only accept a complaint that is made in the complainant's own name, unless they are under 16 years of age.
- Where possible complaints about staff, students and Centre facilities or services should in the first instance be made at the point of contact where every effort will be made to "put things right" immediately.
- Complaints must be made in writing.
- Complaints will be acknowledged in writing and every effort will be made to resolve the issue within appropriate time.
- Where a complaint may take longer to resolve, for instance where external agencies may have to be consulted, the complainant will regularly be kept informed of progress.

Complaints from others with a legitimate interest in the services provided by the College will be dealt with by this policy and procedure insofar as is practical. There are separate procedures for members of the staff covering Grievances concerning their appointments or employment. Every effort is made to ensure that the procedure operates as closely as possible to its declared timetable, at low cost and with minimum documentation, but always within the spirit of fairness to all sides and without prejudice.

The complaints procedure and policy is available on the following address at the College website:

<http://www.cranbrookcollege.com/our-policies/>

