

Consumer Protection Sub-committee

Terms of Reference and Constitution

Governance reporting line:.....Education and Student Experience Committee

Document owner:.....Chair, Consumer Protection Subcommittee

1. Origin

The Consumer Protection Subcommittee was implemented by the Education and Student Experience Committee to monitor the University's continued compliance with the 'UK higher education providers – advice on consumer protection law' published by the Competitions and Markets Authority.

2. Purpose

- The Consumer Protection Subcommittee reports to the Education and Student Experience Committee and, on its behalf, ensures the University's compliance with Consumer Protection Law, in accordance with the Competition and Markets Authority (CMA) guidance as part of the University's ongoing conditions of registration with the Office for Students.
- The Chair is responsible for ensuring that any equality impacts against each project/policy/process/procedure have been considered as part of the decision-making process.

3. Responsibilities and activity

- To ensure and enhance compliance with existing and emerging consumer protection law in accordance with the Competition and Markets Authority (CMA) guidance and policy.
- To develop and monitor actions plans and targets following internal and external audits.

- To have oversight of processes to ensure that the quality, content and accessibility of materially-relevant information provided to applicants and students about University courses meets CMA requirements.
- To regularly review information and terms and conditions for applicants and recommend changes to the appropriate committees.
- To maintain oversight of complaints procedures for applicants and students to ensure compliance with CMA guidance.
- To review relevant processes and policies following establishment of case law and/or CMA investigations and judgements.
- To develop and maintain oversight of staff training for relevant staff and guidance on CMA compliance as and when required.
- To receive and respond to guidance from other sector bodies on CMA compliance, eg, Office for Students, QAA, UUK.
- To ensure the transferral of any new or amended operational processes into business as usual.

4. Reporting arrangements

- The Consumer Protection Subcommittee reports to the Education and Student Experience Committee.
- Reports may also be submitted to the Audit Committee and the University Executive Board (UEB).

5. Constitution

- Academic Registrar
- Associate Dean (Education) x 1
- Deputy Head of School (Education) x 1
- Member of academic staff x 1
- Head of Quality, Standards & Accreditation
- Faculty Education Manager x 1
- Director of Global Recruitment & Admissions
- Associate Director Admissions & Visas
- Head of Student Communications, Students & Education Services
- Director of Communications & Marketing
- Director of Legal Services

- Executive Director of iSolutions

6. Quorum and frequency

6.1 Quorum

The Consumer Protection Subcommittee will be quorate with one third of the membership plus one in attendance.

6.2 Frequency of meetings

The Consumer Protection Subcommittee will meet at least three times per year.

7. Resources

Secretariat support is provided by a member of staff from the Office of the Academic Registrar.

8. Terms of Reference review

Date of last review:..... October 2022

Date of next review: October 2023

Annex A

Membership 2022/23

Chair: Academic Registrar	Claire Atkins
Associate Dean (Education)	Professor David Wheatley
Deputy Head of School (Education)	Anita Krishnan
Member of Academic Staff	Kirsty McDougall
Head of Quality, Standards & Accreditation	Susan Ponsford
Faculty Education Manager	Jackie Ward
Director of Global Recruitment & Admissions	David Winstanley
Associate Director of Admissions & VISAS	Dr Nicky Stecker-Doxat
Head of Students Communications, SES	Luke Shearing
Director of Communications & Marketing	Simon Peatfield
Director of Legal Services	Letitia Baldock
Executive Director of iSolutions	Mal Allerton
Secretary	Sara Dixon