



- Failure to make it clear to students that certain modules must be completed in order for a professional accreditation to be awarded on completion
- Only making material information available to prospective students they have applied
- Failure to make prospective students aware of changes made subsequently to any of the material information that was contained in a prospectus or other marketing materials

### Misleading Actions

Either deliberately or inadvertently providing misleading information would also be a breach of consumer protection legislation, e.g.

- Giving a misleading impression at an open day that a particular member of staff would be involved in the teaching of a course, or that a particular resource would be available to all students when this is not the case
- Giving a misleading impression about the location of a course
- Suggesting a course provides a particular qualification by a professional body when in fact further study (and possibly cost) would be required to obtain the award.

### Key Points

Taken from

developed by the QAA for the higher education sector

[http://www.hefce.ac.uk/media/HEFCE,2014/Content/Learning\\_and\\_teaching/Guide\\_to\\_providing\\_info\\_to\\_students/Guide\\_to\\_providing\\_info\\_to\\_students.pdf](http://www.hefce.ac.uk/media/HEFCE,2014/Content/Learning_and_teaching/Guide_to_providing_info_to_students/Guide_to_providing_info_to_students.pdf)

Are you presenting students with the information they need to make an informed choice about where and what to study?

Are you providing it in the place where they are most likely to look for it?

Have you thought about how best to link information together so students can easily navigate it; are links clear, functional and easy to use?

Is information accessible to the range of students who may wish to use it, for example in different formats?

Terms and conditions govern the relationship between students and universities, and they confer responsibilities and expectations on both. The University must ensure that terms and conditions are fair, presented to the students in an accessible and durable form and that surprising or important terms are highlighted. If a term is found to be unfair by a court, it would not be binding on students and cannot be enforced.

