

Extract from CMA Guidance:**Annex B: Information provision requirements under the CCRs**

All the information below is required for distance contracts (per Schedule 2 to the CCRs)¹

Except for the information shaded in blue, the information below is required for on-premises contracts (per Schedule 1 to the CCRs)

<i>Pre-contract information required for distance contracts under the CCRs</i>	<i>Types of information the CMA considers HE providers should provide to comply with the requirements of the CCRs</i>
The main characteristics of the service	In our ² view this is likely to include the following: <p>(a) Where relevant, the conditions under which the university will reserve a place for the student on the course.</p> <p>(b) Important information about the course, including:</p> <ul style="list-style-type: none"> • the course title • core modules for the course, and an indication of likely optional modules, including whether there are any optional modules that are generally provided each year • the award to be received on completion and, if different from the HE provider, the awarding body • whether the course is accredited, eg by a Professional, Statutory and Regulatory Body, and by whom
The duration of the contract and, where applicable, the minimum duration	This is likely to include the standard length of the course.
The total price for the service and (if the price is not known up front) how it will be calculated Details of any other costs or (if those costs are not known up front)	This is likely to include the following: <p>(a) Tuition fees payable per year and the total fees cost for the course. This should include, if applicable, clear and intelligible criteria for how fees may change for future years and how any changes will be calculated so the student can foresee possible changes and how they could affect them. This would include information about:</p> <ul style="list-style-type: none"> • whether fees in future years might or will increase • which students this would apply to (for example, if increases will apply to only a certain group such as international students or in respect of a particular course, this should be made clear) • the method by which any increases will be calculated (which could set out an explanation of how the fees will increase, e.g. setting out that fees may increase in line with inflation, and how this would be calculated)

¹ For information, the pre-contact information requirements for distance contacts are the same as for off-premises contacts under the CCRs.

² This is the view of the CMA.

	<p>(b) If applicable, information about the total cost of any extra costs, such as for field trips, equipment, materials, bench fees or studio hire. Information should include:</p> <ul style="list-style-type: none"> • whether these extra costs are mandatory and/or optional • when they are due to be paid • how much these extra costs are or are likely to be (and if they are unknown or uncertain, how they will be calculated)
The identity of the HE provider the student is contracting with, and the address at which they are established, telephone number	If different from the HE provider offering the course, this is likely to include the name and address of the HE provider awarding the degree, plus the relevant contact details.
The HE provider's fax number and email address. If different, the address of the trader's place of business.	If the HE provider operates a course from a campus or site that is different from their place of establishment (eg the registered address), the details of this address should also be provided.
The complaint handling policy and complaint/redress mechanism	This is likely to include details about the complaint handling process for academic and non-academic complaints and where to locate the full policy, and any other redress options that are available to the student with third parties such as the OIA or the SPSO (where applicable).
Payment, service delivery and performance arrangements	<p>This is likely to include:</p> <p>(a) the payment arrangements for tuition fees and the 'extra costs' referred to previously in this table</p> <p>(b) the location of study. This should also include the likely or possible location of any work placements to be undertaken (where known)</p> <p>(c) information about the composition of the course and how the course will be delivered, and the balance between the various elements, such as the number and type of contact hours that students can expect (eg lectures, seminars, work placements, feedback on assignments), the expected workload of students (eg the expected selfstudy time) and details about the general level of experience or status of the staff involved in delivering different elements of the course; and the overall method(s) of assessment for the course (eg by exams, coursework or practical assessments or a combination of these).</p>
Details of any applicable codes of conduct you are a member of, and how to obtain a copy of that code	
Where applicable, details of deposits required to be paid by the student and when	
Information about the right to cancel a distance contract, plus the model cancellation form.	The student has the right to cancel and withdraw during a 14-day period from the date the contract is entered into (the day the student accepts the offer). Students should be provided with a copy of the model cancellation form, though the student is not obliged to use the form to cancel. See Part B of Schedule 3 to the CCRs for a model cancellation form.