

CONSUMER PROTECTION COMPLIANCE STATEMENT



1. PURPOSE AND COMMITMENT

The London Institute of Actuarial Studies (LIAS) is committed to upholding the rights of applicants and students as consumers under UK law. As a new higher education provider preparing for our first student intake, we are carefully designing our systems, policies and communications to ensure full compliance with consumer protection legislation, including the Consumer Rights Act 2015 and the Competition and Markets Authority (CMA) Guidance for UK Higher Education Providers (2015). Our approach also aligns with the regulatory expectations of the Office for Students (OfS) and the Quality Assurance Agency for Higher Education (QAA).

We aim to create a learning environment in which students can make informed decisions, understand their rights and obligations and have confidence that the information they receive is clear, accurate, accessible and consistent. We are taking a proactive approach to embedding consumer protection principles into our institutional governance, documentation and student experience design from the outset.

2. PLANNED AREAS OF COMPLIANCE

To ensure compliance with consumer protection law, LIAS is putting in place measures across the following areas:

2.1. PRE-CONTRACT INFORMATION

We will provide prospective students with transparent and accessible information about:

- Course content, structure and duration, including credit weighting and module details
- Entry requirements, including standard academic thresholds and contextual considerations
- Tuition fees, payment terms, refund policies and any additional mandatory or optional costs (e.g., textbooks, professional exam fees)
- Accreditation status and professional exemptions offered through the IFoA or other relevant bodies
- Teaching formats (e.g., lectures, tutorials, industry-led workshops), expected contact hours and assessment methods (e.g., exams, coursework, presentations)
- Campus location, virtual learning provision and mode of delivery (on-site, hybrid, or online)

This information will be published on our website, in programme specifications and within offer documentation. It will be version-controlled and timestamped to ensure applicants can identify the most current and applicable information. Archived versions will also be retained for transparency.

2.2.TERMS AND CONDITIONS

Our student terms and conditions will:

- Be clearly worded, fair and easy to understand
- Specify the contractual relationship between the student and LIAS, outlining key rights, responsibilities and liabilities
- Include provisions for withdrawal, deferral, changes to delivery and tuition fee arrangements
- Comply with CMA guidance and be reviewed in conjunction with our university partner
- Be available in accessible digital formats and, upon request, in alternative formats such as large print, screen-reader friendly, or translated versions

2.3.CHANGES TO COURSES

We will establish a clear, written policy to manage and communicate any changes to courses before or after enrolment. This policy will define what constitutes a material change (e.g., significant changes to modules, mode of delivery, or qualification awarded) and set out a step-by-step protocol for notifying affected students.

Material changes will only be made when necessary—such as for regulatory compliance, accreditation alignment, or academic improvement—and will be subject to academic oversight. Where possible, changes will be consulted on in advance. All affected students will be informed via email and updates will be reflected promptly in course documentation, programme handbooks and the institutional website. Where appropriate, students will be offered reasonable alternatives (e.g., transferring to another intake or course) or the right to withdraw without penalty.

2.4.COMPLAINTS AND APPEALS

We will provide accessible, fair and timely procedures for applicants and students to raise complaints or appeals, as outlined in our separate **Complaints and Appeals Procedure**, which is available on our website. will provide accessible, fair and timely procedures for applicants and students to raise complaints or appeals, as outlined in our separate policy documents. These procedures will include informal and formal stages, clearly defined response times and impartial review mechanisms. All processes will align with guidance from the OfS, QAA and the Office of the Independent Adjudicator (OIA) and students will be signposted to external routes for redress where appropriate.

3. GOVERNANCE, RECORD-KEEPING AND REVIEW

Oversight of compliance with consumer protection obligations will sit with the senior management team and the Academic Board. These bodies will be responsible for ensuring that regulatory principles are embedded into decision-making processes and that all public-facing information is reviewed before publication. Our university validation partner will independently review all student-facing policies, programme specifications and communications to ensure consistency with sector standards and compliance with OfS, QAA and CMA requirements.

Records of all updates to student-facing information—including programme specifications, terms and conditions, admissions materials and consumer policies—will be securely stored in a version-controlled repository. These records will support internal reviews, external audits and evidence-based improvements.

This statement and associated procedures will undergo a formal review prior to each recruitment cycle, or more frequently if changes to regulatory guidance or operational processes require it.

