



CITY OF LONDON COLLEGE

CHANGING FUTRES - ASPIRING SUCCESS

Admissions and Enrolment Stage Policy

2026

Document Custodian: Senior Management Team
Review Cycle: Annually or as required in response to regulatory or strategic changes
Last Reviewed: 2 March 2026
Effective Date: 2 April 2026
Review Date: April 2027
Version: 1.4.26
Circulation: Public (Web Publication)
Sensitivity: Unclassified

1. Introduction

This policy outlines the principles and procedures governing the information provided to undergraduate students at the enrolment stage at the City of London College. It ensures compliance with the Student Regulatory Framework of Plymouth Marjon University (PMU), Competition and Markets Authority (CMA) and the Office for Students (OfS) regulatory frameworks, and supports fair, transparent, and legally sound communication with students during the formalisation of their contractual relationship with the college.

The admissions and enrolment stage is a pivotal phase in the student lifecycle where applicants become registered students. It is critical that students receive clear, accurate, and timely information at this point, so they are fully informed of their rights, obligations, and the practical realities of their course. This policy therefore provides assurance that enrolment information is compliant with consumer protection law, meets the expectations of the OfS, and upholds high standards of fairness and transparency.

2. Scope - This policy applies to the provision of information to all undergraduate students at the point of enrolment, whether enrolling for the first time or re-enrolling for subsequent years of study. It includes:

- Online and in-person enrolment procedures
- Digital communications and enrolment portals
- Student handbooks and contractual documents
- Enrolment confirmations and fee agreements

3. Key Information Provided at Enrolment - At enrolment, the College provides students with the following information in a clear, accessible format:

Final course confirmation, including:

- Title and mode of study
- Modules and options selected
- Expected duration and delivery method
- Location of delivery and contact hours

Fees and funding, including:

- Tuition fee amounts and payment schedules
- Additional compulsory costs (e.g. materials, trips, equipment)
- Financial support and refund policies

Terms and conditions, including:

- Student contract and institutional obligations

- Rights of cancellation within 14 days
- Policies on course changes, deferrals, withdrawals, and interruptions

Support and complaints, including:

- Access to support services (academic, wellbeing, disability)
- Internal complaints and appeals procedures
- Student Protection Plan (SPP) summary and access link

All enrolment communications are reviewed to ensure compliance with CMA consumer law and OfS expectations. Students are directed to key documents, and acknowledgement is obtained that terms have been read and understood.

4. Communication of Changes- If any material changes have occurred to a student's course, fee structure, or institutional arrangements since the offer stage, the College will:

- Provide written notice outlining the change
- Explain the rationale and impact on the student's learning
- Offer the student the opportunity to cancel or seek alternative arrangements if applicable
- Record the student's informed consent to continue under the revised terms

This is essential under Conditions C1 and F1, which require institutions to ensure any post-offer changes are communicated clearly and do not breach consumer rights.

5. Fairness and Student Rights at Enrolment - The College ensures that all students are treated equitably, in line with OfS Condition C5: Treating Students Fairly. This means:

- Enrolment is based on consistent procedures and clear eligibility
- No student is subject to unexpected or unfair contractual terms
- Students are supported in understanding their rights and obligations
- Institutional policies are accessible and reviewed for fairness annually
- Staff responsible for enrolment and contract issuance are trained to recognise and eliminate discriminatory practices or unfair bias.

6. Review and Monitoring - This policy is reviewed annually by the Senior Management Team (SMT), in consultation with student representatives. The review process is informed by changes to OfS or CMA guidance, legal developments, and feedback from students. Enrolment materials, contracts, and procedures are audited for compliance with Conditions C1, C3, C5, and F1, with any breaches of enrolment standards or unfair practice are recorded, investigated, and used to inform future improvements.

College compliance with OfS & CMA guidance and criteria -The College conforms to the OfS Registration Process to ensure that it meet several key conditions that are directly relevant at the point

of enrolment:

Condition C1: Guidance on consumer protection law

- Students must receive essential information in a clear and prominent manner prior to entering into a formal agreement with the provider (enrolment).
- This includes fair and transparent terms and conditions, course and fee details, complaint processes, and cancellation rights.
- The terms must not contain unfair clauses or impose unexpected obligations on the student.

Condition F1: Provision of information to students

The College ensure students receive:

- Up-to-date course content and delivery information
- Tuition fees, payment schedules, and any additional costs
- Teaching and learning methods, assessment modes, and any professional requirements
- Information about how changes to course delivery, staffing, or structure is managed and communicated to students effectively
- The information is provided in accessible formats and in good time before the enrolment contract is entered into.

Condition C3: Student Protection Measures - The College has developed a credible and accessible Student Protection Plan (SPP) which is communicated to students at or before enrolment and induction and is available on the website and VLE. Students are informed of any material risks to course continuity and of the arrangements available to them in the event of closure, suspension, or major course changes.

Initial Condition C5: Treating Students Fairly - The College treats all students fairly at every stage, including enrolment which includes:

- Transparent communication of obligations and entitlements
- Respect for student autonomy and agency
- Avoiding any practices that mislead or disadvantage students
- Ensuring that contract terms and institutional processes do not unfairly favour the provider

This policy ensures that the College complies fully with OfS Conditions C1, F1, C3, and C5, and meets the CMA's core consumer protection principles, which requires the provision of clear and accessible information before contract formation with the use of fair and balanced terms and conditions, including reasonable complaints and redress procedures. The College's Business &

Continuity Plan confirms accountability in the case of disruption, changes, or closures and offers fair and respectful treatment of students as individuals with rights and expectations

Commentary on the Introduction - The policy is designed to consolidate the legal and regulatory obligations associated with the enrolment phase of the student lifecycle. This includes:

OfS Condition C1: Ensuring students are fully aware of the contract they are entering into, with transparent terms and clear pre-enrolment information.

OfS Condition F1: Providing key course information, including costs and delivery arrangements, in a format students can rely on.

OfS Condition C3: Making students aware of potential risks to their study and equipping them with a credible, published Student Protection Plan.

OfS Initial Condition C5: Guaranteeing students are treated fairly, respectfully, and equitably throughout the enrolment process.

The integration of Condition C5 is especially critical at enrolment, where institutional power imbalances are most pronounced. Students are often expected to commit to significant financial and academic obligations. The College is cognisant that this condition reinforces the requirement that enrolment must never be coercive, opaque, or unfair. The policy confirms that the College commits to acting with clarity, integrity, and respect at the point where the formal student-provider relationship begins. It transforms enrolment into a transparent and empowering process, not just a formality.

THE END