



Consumer rights as an apprentice (student) 2022

Company Address:

London Metropolitan College (*Part of Projcon Group, UK*), Tel: +44 (0) 208 0900 350
Headquartered in England UK with its Office at Regus Business Centre, Hillswood Business Park, 3000
Hillswood Dr, Chertsey KT16 0RS
Web: <http://www.londonmetropolitan.college>

Consumer rights as a student

The Consumer Rights Act 2015 does not include a contract of employment or apprenticeships, however we at London Metropolitan College (LMC) recognise the Competition and Markets Authority (CMA) guidance, which sets out your consumer rights as a student. The guide covers three key consumer law issues for students as below. Your rights as an apprentice are covered in your Apprenticeship Agreement, and as an apprentice you have the same conditions as other employees working at similar grades or in similar roles. This includes:

- Paid holidays,
- Sick pay,
- Any benefits you offer such as childcare voucher schemes,
- Any support you offer such as coaching or mentoring.

CMC consumer rights as a student:

- Information provision – Higher Education Institutes need to provide up front, clear, intelligible, unambiguous and timely information.
- Terms and conditions – Higher Education Institutes terms and conditions that apply to students need to be fair and balanced.
- Complaint handling processes and practices – Higher Education Institutes need to ensure their complaint handling processes and practices are accessible, clear and fair to students.

Full details of this guidance at the following address:

- <https://www.gov.uk/government/publications/higher-education-guide-to-consumer-rights-for-students>

Changes made to your programme, since your acceptance of an offer, will be found on our website. Changes have to be made in accordance with the ESFA (Education and Skills Funding Agency) rules and in-accordance with the IfATE (Institute for Apprenticeships and Technical Education). Any changes have to be made with the agreement of your employer and formally signed off by all three parties (you as an apprentice, your employer and us as the Training Provider). The following links provide information for the ESFA and IfATE:

- <https://www.gov.uk/guidance/apprenticeship-funding-rules>
- <https://www.instituteforapprenticeships.org/apprenticeship-standards>

Policies and Procedures

LMC publishes policies and procedures [here](#). LMC ensures that changes are carefully considered and meet set requirements for the assurance of quality and fairness for both current and future students, and in-accordance with the requirements of your apprenticeship with your employer.