**How we comply with the Competition and Markets Authority (CMA)**

The University of Wolverhampton proactively engages with the compliance advice issued by the Competition and Markets Authority to the Higher Education sector in relation to the nature of the agreement made between the University and the student prior to the acceptance of any offer made by the University.

1. The University’s CMA Compliance Working Group meets regularly and includes representation from academic schools, professional services and the Students’ Union with the particular task to take forward compliance with consumer protection legislation; Please read our [Policies](https://www.wlv.ac.uk/about-us/corporate-information/wlv-policies/student-engagement-policy/) and [Regulations](https://www.wlv.ac.uk/about-us/governance/legal-information/regulations-codes-of-conduct-and-bye-laws/).
2. The University’s formal Terms and Conditions for acceptance of a place on an undergraduate course of study are reviewed annually by the Academic Board and the University Executive Board.
3. Material information for courses of study is available to all candidates being made an offer of a place on a course of study.
4. Information on additional costs incurred by students on courses of study, including liability for student fees, is available to enrolled students and applicants. It is also included within the University’s material information for each course of study. Please read our [Fee Liability, Refunds and Debtor Policy](https://www.wlv.ac.uk/about-us/corporate-information/wlv-policies/tuition-fee-refund-and-debtor-policy/).
5. The University Bye Laws ensure that academic penalties are not levied for non-academic debt.
6. The University seeks to provide academic regulations and other provisions governing the student experience that are clear and comprehensible and are accompanied by information about related sources of information advice and guidance.
7. Guidance notes are available to staff involved in Open Days and recruitment processes regarding the obligations placed upon the University under consumer law. Departments have been referred to the [Statement of Good Practice on Higher Education Course Changes and Closures jointly produced by the HEFCE](http://www.guildhe.ac.uk/wp-content/uploads/2015/11/Statement-of-good-practice-Nov15.pdf), Guild HE, the Association of Colleges, Study UK, the Independent Universities Group and Universities UK and are reminded about procedures for discontinuing courses of study, including necessary planning horizons and good practice in the involvement of students in curriculum change.
8. CMA briefing sessions are delivered to colleagues working in the areas of teaching and learning, admissions and recruitment, and marketing and communications respectively.
9. The University regularly reviews its complaints framework: [Current Student Complaints](https://www.wlv.ac.uk/current-students/conduct-and-appeals/current-student-complaints/).