



Consumer protection Policy

Reviewed: November 2025

Next review: November 2026

This policy is informed by the OfS Consumer Protection guidance: Value for Money – What should provider do? <https://www.officeforstudents.org.uk/advice-and-guidance/student-wellbeing-and-protection/value-for-money-what-should-providers-do/consumer-protection/>

This policy and associated guidance is also informed by Ofcom's guidance under General Condition C1 – contract requirements (June 2022)

https://www.ofcom.org.uk/_data/assets/pdf_file/0028/229852/ofcom-guidance-general-condition-c1-contract-requirements.pdf

ESBM is committed to dealing with students in an ethical and professional manner

Our Mission

Our mission is to ensure that all our students receive every encouragement and assistance to reach their full potential. We will achieve this by

- **Understanding students' needs and providing appropriate and relevant training.**
- **Recruiting qualified and experienced teaching staff to deliver quality courses.**
- **Dealing with staff and students in an ethical and professional manner.**
- **Encourage feedback from staff and students to create an environment of continuous improvement.**
- **Provide a happy environment where staff and students can thrive.**



East Midlands School of Business and Management

The school meets expectations for the quality of education – independent schools inspectorate 2023

ESBM is committed to providing a fair and transparent service for its students. In doing this it fully accepts that the consumer rights of its students must be always protected and in doing so addresses the following:

What should providers do?

1. Under consumer protection law, providers must give students clear, accurate and timely information about their course. – **on enrolment students receive a welcome email containing: placement test result, name/level of their forthcoming course, teacher's name, weekly timetable, course outline and direction to policies on website**
2. As a condition of registration, a provider must demonstrate that in developing and implementing its policies and procedures, it has given due regard to relevant guidance about how to comply with consumer protection law (condition C1). – **C1 informs policy making and review. In doing this ESBM is particularly mindful of the need to be clear about fees, contractual agreements and complaints procedures.**

The Competition and Markets Authority (CMA) has published [guidance for higher education providers](#)^{External link (Opens in a new tab or window)} about how consumer law applies to them.

Their guidance suggests that providers should tell students about the number and type of contact hours and expected self-study time – **included in welcome email sent on enrolment.**

It also notes that providers must inform students about the total costs of a course, including fees and any necessary additional costs – **included in offer letter sent prior to enrolment**

To comply with the law and the guidance issued by the CMA, providers must ensure that their contracts with students are clear, and that students are aware of surprising or important terms – **offer letters and welcome emails are concise and clear with clear sign-posting to key policies - including the Complaints policy – all of which are uploaded to the website.**

ESBM –Mansion House, English Language Campus, 41 Guildhall Lane, Leicester, LE1 5FQ, United Kingdom T: +44(116) 429 6607
E-mail: info@esbm.org.uk Web site: www.esbm.org.uk Company Registration No: 7100518