



Consumer protection compliance statement

Date: May 2026

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 requirements of the Office for Students (OfS) and the guiding principles of the Quality Assurance Agency for Higher Education (QAA). LIAS is not yet registered with the OfS, but we have developed this statement with reference to OfS expectations as good practice.

The CMA requires higher education institutions to provide prospective and current students with course information that is clear, accurate and up to date. 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.

This statement should be read alongside our Student Protection Plan, Tuition Fee Refund and Compensation Policy, and Complaints and Appeals Procedure.

2 Planned Areas of Compliance

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

1. **Pre-contract Information** LIAS will make available to prospective students a minimum level of material information at each stage of our dealing with them, including at the research and application, offer and enrolment stages, and during their studies. The level of information is designed to ensure that applicants can make an informed decision about their choice of institution and course. 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 (for e.g. for non-standard entry)
 - 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 and to maintain an audit trail.

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 higher education partners
- Be available in accessible digital formats and, upon request, in alternative formats such as large print, screen-reader friendly versions.

3. Changes to Courses

Timing is key in complying with CMA expectations and LIAS will have specific deadlines for the approval of new course approvals and course changes. 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.

LIAS will not normally make changes to a course late in the applicant cycle as applicants will be tied into an offer. If we do make changes to the course specification, we should consult on the change and reissue the information. It may be necessary to seek consent from affected students to make a change as we may be changing the basis on which they accepted an offer of a place at the institution.

Material changes will only be made when necessary—such as for regulatory compliance, accreditation purposes or academic improvement and will be subject to relevant academic oversight. 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).

4. Complaints and Appeals

We will provide accessible, fair and timely procedures for applicants and students to raise complaint or appeal, as outlined in our separate Complaints and Appeals Procedure, which is available on our website. All processes related to complaints and appeals 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 rests with the Director (Founder), supported by the Advisory Team and experienced academic leads. 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 higher education partners will independently review all student-facing policies, programme specifications and communications to ensure consistency with sector standards and compliance with OfS, QAA regulatory 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. This statement will be reviewed by 30 June 2027 and annually thereafter.

Material amendments to this statement will be communicated to current students via email at least 14 days before taking effect, except in emergencies.

Any personal data processed in connection with consumer protection matters is handled in accordance with our Privacy Notices and UK GDPR. For queries, contact the Data Protection Lead at privacy@lias.org.uk.