

Consumer protection

Introduction

Islamic College ('the College') is a Religious Studies institution, which trains men and women for work at various Government and non-Government organisations including schools, colleges, universities, general public mosques, mosques in prisons and other spheres of Islamic service and activities. Its validated programmes have been developed, assessed and are delivered by the College; degrees of such programmes are awarded, and quality assured by Middlesex University ('the University'). Irshad Trust ('the Trust') is the registered charity that owns Islamic College, which contributes, financially and practically to the College's development. The college has taken a due care to make sure that the prospective students of the College are made aware of their legal rights under the Consumer Protection Law, as demonstrated below.

Guidance for prospective students through the application process

We provide our prospective students with clear and concise material information about the available courses offered, the structure of the courses and the fee required before the decision process commences. We provide this information through various platforms (as stated below), all which are conveniently accessible to the student body and our faculty to look, consult and take guidance from. The reason being that in cases where a student finds it difficult to comprehend and understand the information, our employed teachers are already well aware of what we provide through the available platforms and can find a more suited way to explain to the enquiring prospective student. The required information is available over the intranet and on our webpage to the students to easily access without interruption. Additionally, we provide face to face information to prospective students through appointment according to the student's availability and provide organised events to verbally pass on the information, as well as take the opportunity to hand out information booklets. These information packs are thoroughly analysed by both the faculty and Admissions procedural body; existing students and alumni are also given the opportunity to make suggestions through questionnaires provided. Students are also provided with a Student Handbook which is annually revised, it includes the course module breakdown, summaries of key contract terms and The Islamic College's policies and procedures (e.g. for admissions, re-admissions, code of conduct, fee structure, complaints, and disciplinary procedures) and can also be accessed through the intranet. In addition, students are given the fun and educational opportunity to attend our Induction Week, this allows them to enrol on to their chosen course and get answers to their enquiries. The information regarding the courses available, the

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structure of the courses and the fee required are provided to the students through different platforms. The information is arranged and adapted to highlight the important rules and regulations which might come as a surprise to them, these may vary from deadlines of fees, coursework and cancellations of their contract to the requirements that are needed to be met in order to pass a subject.

Guidance for prospective students through the Offer process

We understand the importance and obligation of this stage for the prospective student and thus make it as simple and informative as possible. All the faculty handling this process are well aware and trained to understand the dire need to draw prospective students' attention to our full terms and conditions, which are easily accessible both physically and electronically. The prospective students are advised with great emphasis to look at the contract in detail and once again all essential and important information is pointed out both by the faculty handling the process and the contract itself. In regard to off-campus applications, applicants are sent a confirmation email with the contract attached and advised to thoroughly read and understand it before signing. The confirmation includes all pre-contract information and a notice of their 14-day right to cancel is also highlighted. The college takes pride in the fact that the students are enlightened of their consumer protections rights at this stage and informed on how the college has implemented these rights into its procedural day to day running.

Guidance for students through the enrolment stage

We ensure the process is as hassle free and easy as possible by once again by drawing the students' attention to the terms and conditions, and the other rules and regulations that should be followed. Students are once again given the full opportunity to enquire about college and their course, and its cost etc.

Guidance for students through their complaint handling processes

Students are encouraged to put forward any complaints and concerns regarding both the college and their circumstances, from the start of their application and throughout their education here at the college. We have made it easy for students to access all available platforms by ensuring that they are well aware of the procedure. Regular information is updated on the intranet home page and website, as to how can one make an online complaint. The information is also provided with a clear and reasonable timescale in which they can expect to hear back regarding their complaint. However, If students feel that they need to make a handwritten complaint or to talk

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to someone face to face, our offices are open on campus where they can come and meet in person with relevant staff. Additionally, we ensure that staff know and are competent at following the process. This is ensured by providing refresher training for staff on how to handle complaints, which is organised by the Registry Department. In the circumstances where a student wants to escalate the matter due to the fact that they are unhappy with the current situation or the outcome, they are given the opportunity to put forward their complaint following the Complaints & Grievance Procedures (as printed in the Student Program Handbook and published on the VLE); depending on the precise nature of the complaint, students may also have recourse to the complaints procedures of the college and the Office of the Independent Adjudicator once all College procedures have been exhausted.