



Y Comisiwn Addysg Drydyddol ac Ymchwil  
Commission for Tertiary Education and Research

## Condition: Information Provided to Prospective Students

A provider registered with Medr **must** ensure that Medr is:

- satisfied as to the information provided to prospective students about the provider, its courses, and its terms and conditions of contracts with students

### Condition Category

This is an initial and ongoing condition of registration.

### Legal Basis

This condition is set out under Regulations 8,9,10 and 11 **of the Commission for Tertiary Education and Research (Registration and De-registration of Tertiary Education Providers in Wales) Regulations 2024**. This requires an initial and ongoing condition of registration to ensure that Medr is “satisfied as to the information provided by the applicant tertiary education provider to prospective students about the provider, its courses, and its terms and conditions of contracts with students.”

### Compliance Requirements

To comply with this condition, providers **must**:

1. **adhere to relevant legislation:** for example, the Higher Education Consumer Law Advice for Providers as outlined by the [UK government](#). The Competition and Markets Authority (CMA) is the UK's principal competition and consumer authority, and our expectations do not exceed those of that authority
2. **provide clear and accurate information:** ensure all marketing materials, course information, and contractual terms are accurate, clear, and not misleading
3. **ensure fair terms:** regularly review student contracts and terms and conditions to ensure they are fair and compliant with consumer protection law

4. **ensure accessibility of information:** ensure all marketing materials, course information and contractual terms are accessible to the diverse range of prospective students in Wales
5. **timely updates:** providers should ensure timely updates to course information, recognising that some updates may be scheduled to align with operational and governance cycles

## Monitoring

Medr will monitor compliance with this condition in the following ways (for definitions of these, please see Medr's approach to monitoring):

- **Annual Assurance Return:** as part of Medr's Annual Assurance Return, providers **will** be expected to self-declare that they have met the compliance requirements of the condition. This will be the primary source of monitoring for this condition.
- **provider website monitoring:** Medr may monitor the websites of providers – notably where prior compliance issues have been identified
- **regulatory concerns submissions and complaints monitoring:** in instances where concerns raised with Medr, or analysis of complaints data, identify themes or systemic issues that relate to information provided to prospective students
- **Reportable Events:** in instances where those events relate to information provided to prospective students
- **independent sources of assurance:** for example, through the CMA or the Welsh Language Commissioner

Providers with a prior record of non-compliance, deteriorating trends in data or identified as at risk of future non-compliance may be subject to increased scrutiny. Failure to comply with monitoring requirements will prompt further investigation and possible interventions.

## Review and Amendment

Medr will regularly review this condition to ensure that it aligns with evolving sector needs, policy changes, and feedback from stakeholders.