



15 April 2021

Freedom of Information Request: OfS compliance

Dear Mr Slater

With reference to your request made under the Freedom of Information Act 2000, dated 1 March 2021 I can confirm the University holds the information requested.

Your request was, in general terms, for the following information, which is set out in full detail below: compliance with specific OfS guidance.

Your request and our response:

1. Please explain the steps that the university took last summer, prior to the main autumn enrolment period, to comply with Paragraphs 39, 45, 46, and 52 of the following Office for Students guidance, with particular reference to obtaining consent from students for changes to the material information.

<https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.officeforstudents.org.uk%2Fmedia%2F62c88493-70bd-47fb-851e-f9b13e15f767%2Fguidance-for-providers-about-student-and-consumer-protection-during-coronavirus.pdf&data=04%7C01%7CFOI%40roehampton.ac.uk%7C625f9e7050744204b3c508d8dc8e72d5%7C5fe650635c3747fbb4cce42659e607ed%7C0%7C1%7C637501851658565946%7CUnknown%7CTWFpbGZsb3d8eyJWljojMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTil6lk1haWwiLCJXVCI6Mn0%3D%7C2000&sd=vglyWRpk6fK0Z8rlQ2Zeh12nXQwLzNJwb9WInd8mOvc%3D&reserved=0>

Prior to enrolment in September 2020, the University communicated extensively with students regarding changes to delivery arrangements for the 2020-21 academic year in light of the pandemic. The University also explained the circumstances in which these arrangements might change. Students were invited to accept the changes as a legally binding variation to their contract as part of enrolment or re-enrolment for 2020-21. They were also given information about their options if they did not want to accept the changes.

2. Please supply a copy of the review that you were asked to carry out during the first half of the spring term of your compliance with consumer protection law, as required in this letter from the Office for Students.

<https://eur02.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.officeforstudents.org.uk%2Fmedia%2F928ddbfc-7d48-4a7b-853e-411c34d6202f%2Fao-letter-regulation-during-the-current-phase-of-pandemic-14-jan-2021.pdf&data=04%7C01%7CFOI%40roehampton.ac.uk%7C625f9e7050744204b3c508d8dc8e72d5%7C5fe650635c3747fbb4cce42659e607ed%7C0%7C1%7C637501851658575899%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTil6Ik1haWwiLCJXVCi6Mn0%3D%7C2000&sdata=Rrwu%2BBgi7Osrj%2B3gr%2BMXWVs6yxu9fjUcyLqXxB8Dxz8%3D&reserved=0>

The report is marked strictly confidential and contains commercially sensitive information. This report has therefore been withheld under S43(2). It was intended for presentation to and discussion by the University Council to ensure that the Council has satisfactory assurance that the University continues to comply with consumer protection legislation and Condition C1 of the Office for Students' Regulatory Framework.

The requirement from OfS was to provide a report to the governing body such that the governing body could apply appropriate scrutiny to the University's activities and engage in full and frank discussion with management. This requirement has been met.

The report did not identify any significant issues, but did explore the delivery challenges that the University has faced in the current academic year, and the way that these challenges have been overcome. As such, there is a realistic possibility that disclosing the Report would prejudice the commercial interests of the University if the Report was to be made available in full.

In applying this Exemption the following has been considered: Whilst the fact that there is no requirement to publish or submit the review to the OfS does not in itself exempt the review from disclosure, the public interest is in our view being met by the provision of the OfS having a right of access to the review in order to inform the potential use of its regulatory powers. Having considered the above I believe the public interest is in favour of applying this exemption.

If you are dissatisfied with how we have dealt with your request in the first instance you may approach the University's FOI complaints officer in writing, within two months of the date of our response, and explaining what you would like us to review, as follows:

Ms Kim Small
Head of Legal Services
Room GH103 Grove House
Froebel College
Roehampton University
Roehampton Lane
LONDON
SW15 5PJ

Should you remain dissatisfied with the outcome you have a right under s50 of the Freedom of Information Act to appeal against the decision by contacting the Information Commissioner, Wycliffe House, Water Lane, Wilmslow SK9 5AF, or enquiries@ico.gsi.gov.uk

Any other future correspondence you may have with the University in relation to this matter should be sent to the Freedom of Information Officer, Alison Bainbridge.

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