

Para.	Guidance	Action taken by York St John University
39	It is important to note that when an offer is accepted by an applicant a contract is formed. Any changes to material information that has been provided to the prospective student should be communicated to them before an offer is accepted, and they should expressly consent to those changes. Material information is information that students need to make an informed choice or decision and will cover details about the course and fees and includes the information described in paragraph 40.	Prospective students were advised by email of changes to their programme in August 2020 (prior to confirmation and clearing). This included, where applicable, planned changes to programme content, how the programme would be delivered, and how the programme would be assessed. No changes to cost, award, or location were made. The communication included information on how any further changes would be communicated. Consent for these changes was received upon enrolment.
45	If an applicant is not made aware of, or does not consent to, changes to the material information in their offer and begins their course in 2020-21, we would expect the provider to ensure that those students are aware of the options available to them, such as the right for the students to seek repeat performance or a partial refund (dependent on what is applicable in the circumstances). This is because providers have the opportunity now to set out in advance of the student starting their course in 2020-21 what it plans to deliver in the current circumstances and what its plans are in different scenarios.	Prospective students were made aware of changes to the material information in their offer, where appropriate, and consented to this upon enrolment. Prospective and current students are made aware of their recourse to action if they are dissatisfied with their academic provision.
46	In circumstances where offers have already been accepted, the express consent of the student will be needed to make any changes to material information that was included in the offer. The OfS considers that this is likely to be different to a situation where the material information provided to prospective students set out what might change and how this would be implemented. Then, although the course would be different, this was already clearly and properly explained to the prospective student.	Prospective students (including offer-holders) were advised by email of changes to their programme in August 2020 (prior to confirmation and clearing). This included, where applicable, planned changes to programme content, how the programme would be delivered, and how the programme would be assessed. No changes to cost, award, or location were made. The communication included information on how any further changes would be communicated. Consent for these changes was received upon enrolment.
52	We consider that providers will need to provide current students with clear and timely information about any changes to material information about the course as set out in paragraph 40 above and should seek their consent to this change.	Current students were advised by email of changes to their programme in August 2020. This included, where applicable, planned changes to programme content, how the programme would be delivered, and how the programme would be assessed. No changes to cost, award, or location were made. The communication included information on how any further changes would be

		communicated. Consent for these changes was received upon re-enrolment.
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