

**From:** Freedom of Information

**Sent:** 03 August 2020 16:00

**To:**

**Subject:** Freedom of Information Response (Our Ref: K/20/139)

Dear

**Freedom of Information Response (Our Ref: K/20/139)**

Thank you for your clarified Freedom of Information (FOI) request dated 24 March 2020, reference K/20/139. Please accept our sincere apologies for the delay in responding to your request.

Your clarified request read:

“1. How does your University ensure compliance with the Competition and Markets Authority (CMA) rules on course promotion and course content? Most Universities in the UK have a policy on the application of the above linked Guidance from the CMA. Most have internal documents or externally published guidance. If you do not have any such policy please indicate this in your response

2. Has the CMA ever audited or cautioned your University? If yes, please detail if audited, cautioned or both- the time period is from Calendar year 2015 onwards

3. Are you able to evidence how you digitally promoted your University historically? Is this content un-editable?  
This refers to being able to satisfy a regulator (in this case the CMA) that you are following the published guidance on regulatory compliance. You either have such measures in place, or you do not. I am requesting an answer on whether such measures are in place, and if they are, whether the measures of evidence of compliance to the CMA rules are un-editable.

4. What web content management system do you use?

5. Roughly how many web pages are published externally? How many are published internally (i.e. via an intranet?).

6. Does the University promote itself & its courses via Social Media channels? If yes, which channels?

7. Who is responsible for ensuring regulatory compliance within the University? Question 7 -the regulator referred to is just the CMA

8. Have any students initiated a complaint of any form about failure to provide the course content or the quality of that content advertised by the University as an inducement to attend the University? If yes, how many students?  
- the time period is from Calendar year 2015 onwards

9. If any students have complained, have they taken the matter to either the regulator or through any legal process?  
- the time period is from Calendar year 2015 onwards”

The University of Leeds some of this information. For your convenience we have responded to each of your questions in turn below.

**1. How does your University ensure compliance with the Competition and Markets Authority (CMA) rules on course promotion and course content?**

**Most Universities in the UK have a policy on the application of the above linked Guidance from the CMA. Most have internal documents or externally published guidance. If you do not have any such policy please indicate this in your response**

The University of Leeds does not have single specific policy regarding ensuring Competition and Markets Authority (CMA) compliance. All relevant departments are aware of the need to comply with CMA rules. Relevant outputs are monitored and controlled centrally through staff who are briefed on compliance needs.

We regularly review compliance involving various parts of the University. Compliance is pro-actively managed through various central offices. We can also advise that the [Student Contract](#) is reviewed each year, taking into account the Competition and Markets Authority (CMA) guidance.

**2. Has the CMA ever audited or cautioned your University? If yes, please detail if audited, cautioned or both- the time period is from Calendar year 2015 onwards**

No.

**3. Are you able to evidence how you digitally promoted your University historically? Is this content un-editable?**

**This refers to being able to satisfy a regulator (in this case the CMA) that you are following the published guidance on regulatory compliance. You either have such measures in place, or you do not. I am requesting an answer on whether such measures are in place, and if they are, whether the measures of evidence of compliance to the CMA rules are un-editable.**

Our most popular sites have versioning enabled. This means that the live copy is editable, in order to enable changes, but previous versions are not typically editable. It is possible for editing privileges to be set up to enable editing of previous versions, but this is not part of our normal mode of operation.

**4. What web content management system do you use?**

The University of Leeds' current content management systems are Jada and Wordpress. There remain some historic websites in other technology.

**5. Roughly how many web pages are published externally? How many are published internally (i.e. via an intranet?).**

At present there are over 27,000 pages published externally and around 42,000 published internally.

**6. Does the University promote itself & its courses via Social Media channels? If yes, which channels?**

Yes. We utilise Facebook, Twitter, Instagram, YouTube, LinkedIn, Weibo and WeChat.

**7. Who is responsible for ensuring regulatory compliance within the University? Question 7 -the regulator referred to is just the CMA**

The University Secretary has overall responsibility for ensuring CMA compliance.

**8. Have any students initiated a complaint of any form about failure to provide the course content or the quality of that content advertised by the University as an inducement to attend the University? If yes, how many students?**

**- the time period is from Calendar year 2015 onwards**

We do not record complaints data in a manner which allows us to identify complaints which are specifically about course content. As such, we are unable to provide any information regarding this part of your request.

**9. If any students have complained, have they taken the matter to either the regulator or through any legal process?**

**- the time period is from Calendar year 2015 onwards**

We are not aware of any student complaints being taken to the regulator or through any legal process.

We hope this information is helpful. If you have any questions about this email, however, please do not hesitate to contact us on [foi@leeds.ac.uk](mailto:foi@leeds.ac.uk)

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you can request an Internal Review. Requests for Internal Review should be made in writing using the following contact information:

Post: Mr D Wardle  
Deputy Secretary  
The University of Leeds  
Leeds  
LS2 9JT

Email: [foi@leeds.ac.uk](mailto:foi@leeds.ac.uk)

Requests for Internal Review should be submitted within 40 working days of receiving the University's response to your request. Further information about how the University manages Freedom of Information requests and about our complaints procedure is also available on our website ([www.leeds.ac.uk](http://www.leeds.ac.uk)).

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the review/complaints procedure provided by the University. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Kind regards

**Chloe Wilkins**

Freedom of Information Officer

Secretariat

University of Leeds