



## **Compliance Statement for Terapia**

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### **Introduction**

At Terapia, we are committed to ensuring that our practices align with the regulations and guidelines set forth by the Competition and Markets Authority (CMA). This compliance statement outlines our commitment to fair competition, transparency, and the best interests of our students and stakeholders.

### **1. Transparency and Information Provision**

We ensure that all information provided to prospective students is clear, accurate, and not misleading. This includes:

- Course descriptions, content, and outcomes
- Tuition fees and any additional costs
- Admission requirements and processes
- Cancellation and refund policies

### **2. Fair Contractual Terms**

Our enrolment agreements are designed to be fair and transparent. We make sure that all terms and conditions are clear and accessible, and we avoid any unfair terms that could disadvantage our students.

### **3. Student Rights and Protections**

We respect the rights of our students and ensure that they are aware of their rights regarding:

- Cooling-off periods
- Withdrawal and refund policies
- Complaint procedures

#### **4. Quality of Education**

We are committed to maintaining high standards of education and training, in line with regulatory expectations. This includes:

- Regular reviews of course content and delivery
- Continuous professional development for our trainers
- Mechanisms for student feedback and quality assurance

#### **5. Compliance Monitoring and Review**

We regularly review our practices to ensure ongoing compliance with CMA regulations. This includes:

- Regular audits of marketing materials and contracts
- Staff training on compliance issues
- Engaging with external experts for advice on best practices

#### **6. Contact Information**

For any queries related to our compliance with CMA guidelines, students and prospective students can contact us at:

- Email: [training@terapia.co.uk](mailto:training@terapia.co.uk)
- Phone: 020 8201 6101
- Address: The Bothy, 17A East End Road, London, N3 3QE

#### **Conclusion**

Terapia is dedicated to providing high-quality psychotherapy training while adhering to all relevant legal and regulatory standards. We value our students and aim to foster an environment of trust and integrity.