Delivering on Promises

What is in your student contract?

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14 February 2012

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Current context

Change for education providers

- Better information and choice
  - expectation of undergraduate experience
- Fees
  - More “bang for extra bucks” (*Sally Hunt UCU General Secretary)*
- More challenge for those who do not deliver?

Relationship with Students

Legal basis

- Student contract
  - deliver on your promises
  - rights and obligations

- Consumer contract
  - act fairly and reasonably

The Student Contract

- Provide prospective students with an accurate description of life:
  - *at your institution*
  - *on that particular course*
  - *on that work placement*
  - *living in those halls of residence, etc*
- In plain and clear language

What has been promised?

Source of contractual terms

- Prospectuses and programme guides
- Key information sets
  - fees, teaching and learning, assessment
- Wider information sets
  - strategy and surveys
- Open days
  - oral information

What has been promised?

Contractual documents

- Student charters
  - mutual expectations
  - links to terms
- Rules, regulations and procedures

- Incorporation
  - Making students aware
  - Timing!

Getting the contract right

Keeping promises

- Comprehensive contract?
  - Single document for all terms

- Review terms
  - which documents
  - when are they seen
  - who knows about them

Student Complaints and Claims

Risks and consequences

- Through internal procedures and to the OIA, Courts, QAA
- Potential scrutiny of the OFT
- Robust student complaints procedures in place
- Manage and monitor student complaints and claims

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