

What protections can students expect from a charter?

Promise or Aspiration?

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5 March 2013

Current context

Need for a student charter?

- Better information and choice
 - expectation of undergraduate experience
 - what can students expect?
 - what is expected of the students?
- Value for money
 - More “bang for extra bucks” (*Sally Hunt UCU General Secretary*)
- More challenge for those who do not deliver?

Student Charter Group

- BIS funded report – January 2011
 - information advice and guidance when starting and during a course
 - sets expectation of both parties
- Concise document linked to wider information
 - Front page for wider documentation
- Agreement between HEI and SU
 - Sign off by VC and President of SU

Relationship with Students

Legal basis

- Student contract
 - deliver on promises
 - certainty and clarity of rights and obligations
- Consumer contract
 - act fairly and reasonably
- Terms from a variety of sources
- Incorporation
 - Making students aware
 - Timing!

What has been promised?

Possible sources of contractual terms

- Student charter
 - sets out mutual expectations
 - provides links to other documents
- Rules, regulations and procedures
- Prospectuses and programme guides
- Key information sets
 - fees, teaching and learning, assessment
- Wider information sets
 - strategy and surveys
- Open days and oral information



Getting the contract right

Keeping promises

- Can a charter be contractual?
 - offer/acceptance
 - intention to create legal relations
 - certainty
- 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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