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OIA responds to the Higher Education Green Paper

The OIA has today published its response to the Higher Education Green Paper.

The response highlights:

- The need to back changes to the regulatory environment for higher education with legislation that clearly defines the remits and responsibilities of the different organisations involved.
- Issues to be considered in setting criteria for the Teaching Excellence Framework, including the need to build consensus and safeguard diversity of provision, and the importance of managing student expectations.
- The need to make sure students continue to have a route to pursue complaints when courses or providers close as a result of intervention by the proposed Office for Students.
- The need for Government to listen to the sector as it develops its thinking.

The response also takes the opportunity to clarify the independent status of the OIA, which the Green Paper proposes to preserve in any new arrangements.

The Independent Adjudicator and Chief Executive of the OIA, Rob Behrens, said:

‘The ambition in the Green Paper to put student interests at the heart of a revised legislative framework for higher education is welcome. One key challenge is to engineer a clear settlement of the roles and responsibilities of the regulatory partners. Another is the continued independence of the ombudsman service so that students are able to raise complaints no matter where they study and irrespective of rapid changes in the market of higher education providers.’

ENDS

Notes to Editors

1. For further information please contact jane.clarkson@oiahe.org.uk
2. The Office of the Independent Adjudicator for Higher Education (OIA) is the student ombudsman service for England and Wales. It reviews complaints from higher education students who remain dissatisfied after exhausting internal complaints procedures at their provider.
3. To date the OIA has reviewed more than 15,000 complaints.
4. The Higher Education Green Paper, Fulfilling our Potential. Teaching Excellence, Social Mobility and Student Choice, was published in November 2015.

INDEPENDENT ADJUDICATOR & CHIEF EXECUTIVE – ROBERT BEHRENS

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