

Video Transcription

Our Scheme is changing – Have your say

Duration: 01:34

Speakers: Helen Megarry, Independent Adjudicator – OIA (Helen)

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Helen: The new scheme represents maybe one of the biggest changes to our practice in over 20 years of operating as an ombuds organisation. It is a big departure in terms of the way in which we are articulating and describing the way that we do our work. There are four specific changes within the Scheme, the first of which is to allow us to take over jurisdiction of complaints in further education in Wales from September 2027. The second specific change is a change in the name of the organisation. Currently, we're called the Office for the Independent Adjudicator for Higher Education, and as we move into dealing with further education complaints, we'll be changing our name to reflect that. The third change relates to the time limits that students have for bringing complaints to our service, and the fourth to our definition of a student for purposes of having

access to the Scheme. Maybe the biggest change, though, is in the way in which we describe our approach to our work, as we're beginning to move away from a rules-based approach, which is what we've had previously, into something that's much more driven by principles. And the idea behind this move into principle-based approach to the Scheme is to provide a clearer framework for our decision-making, which in turn will provide much clearer basis for our communication with the students that use our service.

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