

Video Transcription

Changing the definition of a student

Duration: 01:14

Speakers: Chris Pinnell, Head of Assessment & Resolution - OIA (Chris)

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Chris: In our consultation, we're proposing to change our definition of when somebody becomes a student.

Currently, under our Scheme, we consider a person to become a student at the point when they first register on a programme of study.

However, other bodies, such as the Competition and Markets Authority, consider a contractual relationship to start from the point when a person first accepts an offer from a provider.

We think that aligning our own definition to that will provide important clarity and consistency to everyone in the sector.

We sometimes hear from students that valuable course content and structures change after they've accepted an offer,

sometimes leaving them with very little time to find a suitable alternative.

Sometimes more vulnerable students contact us saying that particular facilities that they are very reliant on will be withdrawn or amended, leaving very few suitable alternatives.

It's these kinds of cases that we would envisage coming into our scheme going forwards.

However, importantly, we will continue not to review complaints about student admissions.

We will also continue to not interfere in the valid exercise of academic judgment.

And finally, really importantly, it continues to be the case that students should normally always use their providers, internal procedures to raise any issues before we'll look at their complaint.

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