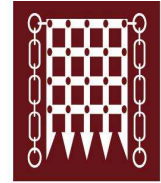


Westminster Higher Education Forum Keynote Seminar: Students as consumers - contracts, complaints and dispute resolution

Timing: Morning, Tuesday, 12th June 2018

Venue: Central London



WESTMINSTER
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FORUM

Draft agenda subject to change

- 8.30 - 9.00 Registration and coffee
- 9.00 - 9.05 **Chair's opening remarks**
Senior Parliamentarian
- 9.05 - 9.30 **Consumer law and the HE sector**
Senior speaker to be confirmed
Questions and comments from the floor
- 9.30 - 10.30 **The future for student contracts**
What form might new student contracts take, and what would be the impact of different options for students, the HE sector, and individual HEPs and their staff? How can a new framework be developed that addresses sector concerns, particularly around the proliferation and possible nature of litigation? How might student expectations be managed to guard against worries in the sector surrounding excessive legal proceedings? Under new proposals, how might institutions be sanctioned if they fail to fulfill commitments made to students?
Jo Farrington, Associate, JG Poole
Hannah Sketchley, Policy Officer, NUS
Senior representative, university
Senior representative, university marketing
Questions and comments from the floor
- 10.30 - 10.35 **Chair's closing remarks**
Senior Parliamentarian
- 10.35 - 11.05 Coffee
- 11.05 - 11.10 **Chair's opening remarks**
Senior Parliamentarian
- 11.10 - 11.35 **Key issues for student complaints: international students, mental health and disabled students**
Felicity Mitchell, Interim Independent Adjudicator, Office of the Independent Adjudicator for Higher Education
Questions and comments from the floor
- 11.35 - 12.30 **Student complaints and dispute resolution: key trends and best practice**
What are the implications from the HE sector and students of the findings in the OIA's annual report, particularly around mental health issues, concerns affecting international students and challenges faced by new providers in complying with the new framework? How can best practice in the sector be better shared and rolled out more widely? How do the issues of addressing complaints vary for providers of different scales, stages of development and operating in particularly challenging contexts across the HE sector? How might a complaints system be developed that meets the needs of the entire sector? What are key practical steps that providers can take, such as refining marketing communications and processes to ensure that promises made to students are not unfulfilled?
Gareth Evans, Complaints, Appeals and Assessment Manager, University of the Arts London
Senior representative, university
Senior representative, college
Senior representative, mental health
Senior representative, student voice
Questions and comments from the floor
- 12.30 - 12.55 **Students as consumers: next steps for policy**
Senior speaker to be confirmed
Questions and comments from the floor
- 12.55 - 13.00 **Chair's and Westminster Higher Education Forum closing remarks**
Senior Parliamentarian
Sean Cudmore, Deputy Editor, Westminster Higher Education Forum