The CEC is asked to:-

i) **note** the update on the process to be taken with both the Relationship Agreement and Student Charter

ii) **make comments** and suggestions on the proposed changes to the Relationship Agreement and other possible amendments

iii) **agree** a final set of recommendations for changes to the Relationship Agreement, which will be presented to the Board of Trustees for approval

iv) **make comments** and suggestions on the wording of the Student Charter and the proposed process to be followed

1. **Background**

1.1 This paper calls for feedback and suggested amendments on both the Relationship Agreement between the University and OU Students Association and the University’s Student Charter.

2. **The Relationship Agreement**

2.1 The Relationship Agreement between the University and the OU Students Association sets out how our two organisations seek to work together and fulfils the requirement for a Code of Practice under the Education Act 1994. It details the duties of both organisations, sets out how we seek to foster and maintain a culture of partnership and details any areas of change where we have agreed to work together on behalf of students.

2.2 The Relationship Agreement is reviewed by both parties on an annual basis, with any changes needed to be formally agreed by the OU Students Association’s Board of Trustees and by the University’s Council.
3. **Process to be taken in reviewing the Relationship Agreement**

3.1 The Central Executive Committee is asked to consider the Relationship Agreement and agree proposed changes. These proposed changes will be presented to the Board of Trustees following the meeting for their approval and will then be presented to the University for their consideration and subsequent submission of agreed changes to the University’s Council at their meeting in March 2017.

3.2 A series of proposed alterations have been drafted and are shown in the attached appendix. These are presented for discussion. In addition, CEC members are invited to make further suggestions for improvement.

4 **Overview of proposed changes to the Relationship Agreement**

4.1 The majority of the proposed amendments are relatively small changes and practical suggestions due to other work or decisions. Comments are nonetheless welcomed on these points.

4.2 However, CEC members’ attention is drawn in particular to the quality enhancement planning section on pages 6-8. The aim of this section is to detail a handful of major changes that the University and Students Association have jointly identified for action over the coming year. In last year’s version of the Relationship Agreement the key changes that were identified here were as follows:

- The student engagement project
- Implementation of the monitoring and review plan for the Student Charter
- Development of the IT business case for a social media tool
- Implementation of the findings of the external review of the student consultative process

4.3 Members will note that a number of suggestions have been made for this year. These have been produced using feedback from a discussion at the Officer Team meeting in November 2016, and suggestions made by the University.

5. **Student Charter**

5.1 In addition, CEC members are encouraged to make comments on the Open University’s Student Charter which can be viewed at [http://www.open.ac.uk/students/charter/sites/www.open.ac.uk.students.charter/files/files/ecms/web-content/student-charter.pdf](http://www.open.ac.uk/students/charter/sites/www.open.ac.uk.students.charter/files/files/ecms/web-content/student-charter.pdf).

5.2 The University is particularly keen to hear comments on whether, in the view of the CEC, the wording of the Student Charter needs to change to:

   (a) reflect developments in the internal and external environment;
   (b) better support the student experience.

6. **Process to be taken to review the Student Charter**

6.1 The current plan is for this to be reviewed by correspondence, asking University heads of units and leads/managers of the Students First strategic priorities to
comment on proposed changes. In addition, there is a potential for a small virtual review group to be set up that would include representation from the OU Students Association with a view that revisions would go to Senate in June 2017 for approval.

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