

These notes refer to the Tertiary Education and Research (Wales) Act 2022 (c.1) which received Royal Assent on 8 September 2022

TERTIARY EDUCATION AND RESEARCH (WALES) ACT 2022

EXPLANATORY NOTES

GENERAL OVERVIEW OF THE ACT

Part 5 – Learner Protection, Complaints Procedures and Learner Engagement

28. **Part 5** provides for learner protection plans, which are documents setting out a tertiary education provider’s arrangements for protecting the interests of students undertaking courses in the event that the course ceases to be provided and for supporting students who wish to transfer to different courses.
29. The Part requires the Commission to take steps to ensure that tertiary education providers have procedures in place for investigating complaints by students and extends the meaning of “qualifying institution” for the purposes of student complaints schemes under the Higher Education Act 2004.
30. The Part also requires the Commission to prepare and publish a Learner Engagement Code about the involvement of persons receiving tertiary education in decisions made by the providers of the tertiary education.