

Update for OIA Points of Contact

Information for you as our Point of Contact



Welcome to the May edition of our Update for Points of Contact.

As our Point of Contact, you have an important role in helping us to review complaints about your provider effectively, and more widely in liaising with us and providing information that helps us to run our Scheme effectively.

Our Updates for Points of Contact are designed to help you in this role. You can also find information on our [website](#).

Contacting you by phone

Picking up the phone is often the most efficient and effective way to resolve straightforward information requests, clarify issues and discuss opportunities for settlement. Speaking to providers over the phone is a core part of our case-handling process and we ask providers to have arrangements in place to facilitate this. Please make sure that there is a number we can contact you on that your provider is happy to use to discuss casework and that is routinely monitored for calls and voicemail messages. Please note that we cannot hold personal/private mobile phone numbers. Please also take a few moments to check your Point of Contact and Point of Contact Delegate information on [MyOIA](#) to make sure we have an up-to-date phone number.

Subscriptions — case-related element

We have recently sent case statements for the [2022 case-related element of subscriptions](#) to providers where the number of complaints we received from students has exceeded the subscription band's point threshold. If you have received a case statement and require a purchase order to be included on your invoice, please forward this to subscriptions@oiahe.org.uk as soon as possible.

Annual Statements

We recently sent you an email containing a link to your provider's draft 2022 Annual Statement. We are planning to publish the 2022 Annual Statements on [our website](#) around the end of May, so please take the time to review the information for your provider. If you have any queries about your draft 2022 Annual Statement, please email membership@oiahe.org.uk, before Friday 19 May.

Upcoming outreach

Please circulate this information to any colleagues at your provider or in student representative bodies who might also be interested in attending.

Student adviser discussion groups

We're looking for student advisers to take part in our upcoming online discussion groups. If you work in advice for a students' union, association or guild we'd like to hear from you. We are running discussion groups on the following dates:

- Tuesday 27 June, 10am
- Wednesday 28 June, 10am
- Wednesday 28 June, 1pm
- Thursday 29 June, 10am

Please see our website for more details and to [register your interest](#).

Webinars and discussion groups

We are running a number of Level 1 and Level 2 webinars, and also some Point of Contact discussion groups on non-academic misconduct:

- **Non-academic misconduct Level 1** webinar — Tuesday 4 July, at 10am / Wednesday 5 July, at 10am.
- **Non-academic misconduct Level 2** webinar — Monday 10 July, at 10am / Tuesday 11 July, at 10am.
- **Point of Contact discussion: non-academic misconduct** — Wednesday 12 July, at 10am / Thursday 13 July, at 10am.

Please see our website for [more details and to register your interest](#).

Workshop

We are also running a free online workshop for student representative bodies on **Eligibility, early resolution and mediation**, on Thursday 13 June (9.30am-1pm). Through a series of case studies, breakout sessions and discussion groups, we will explore why some complaints that come to us are ineligible, share thoughts on early resolution, and discover the benefits of mediation.

Please see our website for [more details and to register your interest](#).

Applications for membership of Disability Experts Panel

The panel is made up of disability practitioners, experts in disability matters and members with significant experience of working with disabled students in higher education. The panel meets to discuss current issues as well as case studies referred for discussion by our case-handlers. We are now looking to appoint two new panel members to serve from July 2023 for an initial period of two years.

New member(s) will have experience of working with disabled students in higher or further education in either traditional universities and colleges or independent/non-traditional providers. We are interested in hearing from candidates who understand how policies relating to disabled students work in practice. Applications from candidates with expertise in specific learning disabilities and/or financial support for disabled students are particularly welcome.

Please note that current OIA Points of Contact can't serve as members of the panel, but please pass this on to any colleagues who you think may be interested.

The deadline for applications is 9.00am on Monday 22 May 2023. You can find more information about the Panel and [apply for membership on our website](#).

Thank you for reading our Update for Points of Contact. If you have any questions, please email us at outreach@oiahe.org.uk.

This is a service email that provides important information and updates for you as our Point of Contact and is sent to all current Points of Contact