

Update for OIA Points of Contact

Information for you as our Point of Contact



office of the
independent
adjudicator



Welcome to the November 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](#).

Invoicing for core subscription fees

We will be sending out our invoices for core subscription fees around early December.

If you haven't already received our previous email about subscription fees for 2024, please let us know so that we can resend it to you. If you need us to add a purchase order (PO) number to your invoice, please [let us know](#) as soon as possible.

Our approach to casework deadlines and extensions

We will normally set a deadline for you and the student whenever we ask for information to be sent to us. We will always try to balance allowing a reasonable period of time to respond with the need to progress cases as efficiently as possible and to make sure the deadline we set is proportionate to the individual case. We expect providers to comply with the timescales we set but we know that there will be times when it is difficult for the student or the provider to meet a deadline. If you are having difficulty meeting the deadline, it's important to let us know as soon as you can. Case-handlers will use their discretion to consider any reasonable request for an extension.

You can read our [guidance](#) about our approach to extension requests on our website.

Outreach

Webinars

We are running some Level 1 webinars in December:

- **Fitness to practise** — Tuesday 5 December, at 1pm.
This webinar looks at our approach to fitness to practise and shares case studies.
- **Requests for additional consideration** — Tuesday 13 December, at 1pm.
This webinar explores good practice in handling requests for additional consideration and shares some related case studies.

Please see our website for [more information](#) and to [register your interest](#) for either of these webinars.

Discussion groups

We are running some Point of Contact discussion groups focusing on student support services. These sessions are an opportunity to explore how students access help, advice and support in relation to complaints and appeals. We would particularly like to engage with providers where there is no independent students' union advice service. Please share the details of these sessions with colleagues within student support/student services roles and/or colleagues within student representative bodies. These sessions are running on:

- Thursday 7 December | 10am & 1pm
- Friday 8 December | 10am
- Tuesday 12 December | 10am & 1pm
- Wednesday 13 December | 10am

Please see our website for [more information](#) and to [register your interest](#) in attending a discussion group.

Workshop

We are also running a free **online workshop for student representative bodies on requests for additional consideration**, on Thursday 30 November 2023 (9.30am-1pm). Through a series of case studies, breakout sessions and discussions, we will explore the key casework themes in relation to requests for additional consideration (also known as claims for mitigating/extenuating circumstances).

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

In case you missed it

Consultation - Good Practice Framework: Delivering learning opportunities with others

Thank you to those of you who have already responded to the consultation on a revised version of the Good Practice Framework: Delivery learning opportunities with others.

If you haven't yet responded, we welcome [your comments](#) on the draft updated section. The closing date for responses to the consultation is **8 December 2023**. We are planning to publish the final updated version of the section in the early part of 2024.

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