



office of the  
independent  
adjudicator

'for students in higher education'

# Huddersfield Horizon SCITT

# DRAFT

## Annual Statement for 2017

Last Modified: 23 April 2018

This is the Annual Statement for Huddersfield Horizon SCITT for the calendar year ended 31 December 2017. It documents the record of Huddersfield Horizon SCITT in handling complaints and appeals in that year.

Huddersfield Horizon SCITT joined the OIA Scheme in 2016. Data in this Annual Statement for 2016 should be considered in that context and data for 2015 is not provided.

Huddersfield Horizon SCITT is a provider of school-centred initial teacher training (or SCITT). The OIA does not collect trainee number data for its SCITT members since their OIA core subscriptions are not calculated by reference to trainee numbers. The OIA's SCITT members vary in terms of their trainee numbers and so the OIA does not calculate median comparison data for its SCITT members.

## Completion of Procedures (COP) Letters issued

Guidance on COP Letters can be found on our website. The fact that a COP Letter has been issued does not necessarily mean that the trainee is dissatisfied with the outcome. The OIA's Guidance on COP Letters says that providers should issue a COP Letter when a complaint (or appeal) has been upheld, if the trainee asks for one. Therefore, when reviewing the data in the Annual Statements, it should be noted that it is difficult to compare 'like with like'.


Number of Completion of Procedures Letters issued

**Dated 2017**

0

**Dated 2016**

N/A 

 **2016 N/A:** Data not available because the provider joined the OIA Scheme during 2016.

## Annual complaints to the OIA

### Complaints received by the OIA<sup>i</sup>

Year against Huddersfield Horizon SCITT

**2017** 0

**2016** 0

### Complaints closed by the OIA<sup>i</sup>

Year against Huddersfield Horizon SCITT

**2017** 0

**2016** 0


**i Complaints received at the OIA:** Includes Not Eligible complaints.

**i Complaints closed by the OIA:** Some of the complaints might have been received in the previous year.


## Complaints received at the OIA with Completion of Procedures (COP) Letter dated 2016


The table below provides data on the number of complaints against Huddersfield Horizon SCITT received at the OIA to date with a COP Letter dated 2016. This data can be included in this Annual Statement because the 12-month period within which trainees may complain to the OIA has now expired for trainees issued with COP Letters in the latter part of 2016.

Complaints received at the OIA with a COP Letter dated

<b>2016</b>	0
<b>2015</b>	N/A 

Relevant data for 2017 will be provided in the Annual Statement for the year ended 31 December 2018.

 **2015 N/A:** Data not available because the provider joined the OIA Scheme during 2016.

 **Mean average proportion:** We use the mean average for the OIA Band as a comparator, which is consistent with the way that we have previously calculated the ratio of "Completion of Procedures Letters to OIA complaints" for the OIA as a whole.

## Complaints Closed in 2017 by Outcome

The OIA did not close any complaints against Huddersfield Horizon SCITT in 2017.

## Complaints Closed in 2017 by Complaint Category

The OIA did not close any complaints against Huddersfield Horizon SCITT in 2017.

## Engagement with the OIA in 2017

This section includes general information about all providers' engagement with the OIA during 2017. Where relevant, we include specific information about the individual provider as well.

### **Response times to OIA information requests**

A key time frame for the OIA's review of a complaint is the time it takes for the provider to respond to the OIA's initial request for information that we need to review a case. In 2017, the average number of days providers took to respond to our request for this information was 28 days. In 2017, 8 providers took an average of less than 20 days. This is hugely helpful to us. However, 41 providers took on average more than 30 days to respond.

### **Settlement of complaints made to the OIA**

In 2017, the OIA continued to consider whether complaints that it received were amenable to early resolution, without the need for a full review. 9% of all complaints closed by the OIA in 2017 were resolved by settlement.

### **Compliance with OIA recommendations**

Where the OIA considers a complaint to be Justified or Partly Justified our decisions will usually make recommendations to the provider. The OIA expects providers to comply with our recommendations in full and in a prompt manner. Compliance is carefully monitored by the OIA and the Independent Adjudicator is required by our Rules to report any non-compliance by a provider to the OIA's Board and to publish it in the OIA's Annual Report.

93% of 'student-centred' recommendations<sup>1</sup> made to providers with an OIA compliance date in 2017, were complied with in a timely manner. The average number of days that providers took to comply with 'student-centred' recommendations with an OIA compliance date in 2017 was 16 days.

### **Outreach events**

In 2017, the OIA ran a wide-ranging outreach programme including seminars, webinars and visits by OIA staff to individual providers. We hope that these events proved useful and informative for our member providers.

**❗ 'student-centred' recommendations** These are recommendations which affect the individual student, such as a recommendation for a rehearing or the payment of compensation. The OIA also makes “good practice recommendations”, such as a recommendation to change or review procedures.

# Complaint Categories

## **Academic Status**

Complaints which are related to academic appeals, assessments, progression and grades.

## **Service Issues (Contract)**

Complaints which are related to the course or teaching provision, facilities and supervision.

## **Financial**

Complaints relating to finance and funding: e.g. fees and fee status, bursaries and scholarships.

## **Academic misconduct, plagiarism and cheating**

Complaints which are related to academic offences including plagiarism, collusion and examination offences.

## **Discrimination and Human Rights**

Complaints where the student claims there has been any form of discrimination, including harassment, and where he or she claims his or her Human Rights have been breached.

## **Disciplinary matters (not academic)**

Complaints which are related to disciplinary proceedings for non-academic offences.

## **Welfare and Accommodation**

Complaints relating to support services, e.g. counselling, chaplaincy, assistance for international students and accommodation issues.

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