



office of the
independent
adjudicator

'for students in higher education'

Hertfordshire International College (HIC) Annual Statement for 2018

This is the Annual Statement for Hertfordshire International College (HIC) for the calendar year ended 31 December 2018. It shows the record of Hertfordshire International College (HIC) in handling complaints and appeals in that year.

Hertfordshire International College (HIC) joined the OIA Scheme in 2017. Comparison with data for 2017 should be considered in that context.

Hertfordshire International College (HIC) was categorised as a delivery partner for the purposes of the OIA core subscription for 2018. The OIA does not collect student number data for its delivery partner members and does not hold contextual information about the size and nature of each delivery partner member's provision. Therefore, the OIA does not calculate median data for its delivery partner members.

Completion of Procedures (COP) Letters issued

A student who has a COP Letter may not necessarily be unhappy with the outcome. Our [Guidance](#) on COP Letters says that providers should issue a COP Letter when they have upheld a complaint (or appeal), if the student asks for one. So it is difficult to compare "like with like".

Number of Completion of Procedures Letters issued	
Dated 2018	0

Annual complaints to the OIA

Complaints received by the OIA		
Year	about Hertfordshire International College (HIC)	about all providers
2018	0	1967

Complaints closed by the OIA		
Year	about Hertfordshire International College (HIC)	about all providers
2018	0	1722

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 2017

The table below shows the number of complaints about Hertfordshire International College (HIC) we have received with a COP Letter dated 2017. We include this information in this Annual Statement because the 12-month deadline for bringing a complaint to us has now expired for students with COP Letters from 2017.

Complaints received at the OIA with a COP Letter dated	
2017	0

Relevant data for 2018 will be provided in the Annual Statement for the year ended 31 December 2019.

i 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 by outcome in 2018

The OIA did not close any complaints about Hertfordshire International College (HIC) in 2018.

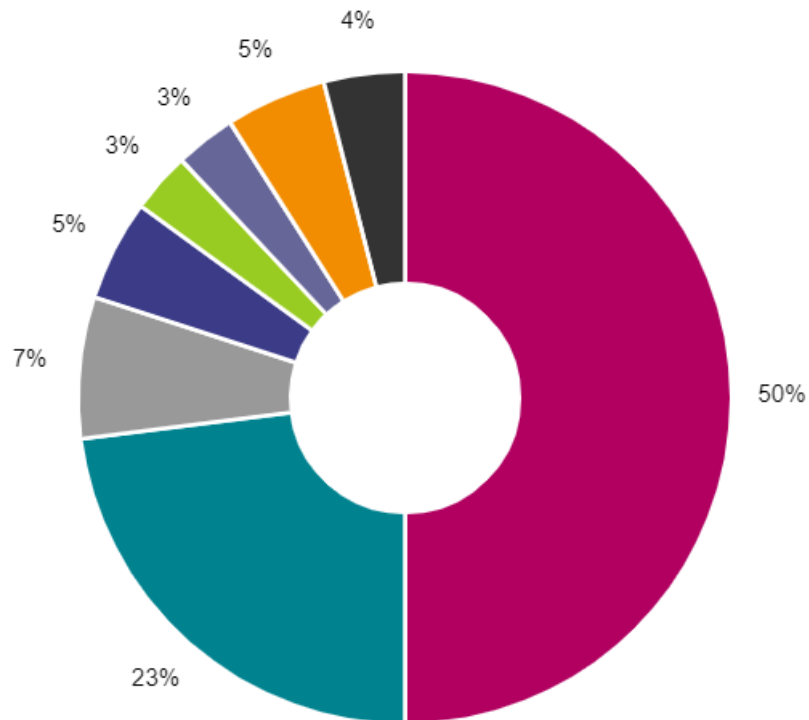
Complaints closed by complaint category in 2018

The OIA did not close any complaints about Hertfordshire International College (HIC) in 2018.

Chart 1 breaks down the total number of complaints that we closed in 2018 (about all providers) by category of complaint.

Click on an individual chart colour below to display its complaint category.

Chart 1
All complaints closed by the OIA in 2018



Complaint categories

(Click on a category below for further information)

- Academic Status
- Service Issues (Contract)
- Financial
- Academic misconduct, plagiarism and cheating
- Discrimination and Human Rights
- Disciplinary matters (not academic)
- Not Categorised
- Welfare and Accommodation

Engagement with the OIA in 2018

This section includes general information about all providers' engagement with us in 2018. Where relevant, we include specific information about the individual provider as well.

Settlement of complaints made to the OIA

In 2018 we continued to look for opportunities to resolve complaints as early as possible. 9% of all the complaints we closed in 2018 were resolved by settlement.

Response times to our information requests

A key time frame for our review of a complaint is the time it takes for the provider to respond to our initial request for information that we need to review a case. In 2018, the average number of days providers took to respond to our request for this information was 28 days. In 2018, 4 providers took an average of less than 20 days. This is hugely helpful to us. However, 38 providers took on average more than 30 days to respond.

If a provider does not provide information we request during the course of our review, or does not provide it within the time limits set, the Independent Adjudicator may report it to the Board, and may publicise it in our Annual Report.

Compliance with OIA Recommendations

Where we decide that a complaint is Justified or Partly Justified we will usually make Recommendations to the provider. We expect providers to comply with our Recommendations fully and promptly. We monitor compliance carefully and the Independent Adjudicator must report a provider's non-compliance to the OIA's Board and publish it in our Annual Report.

Providers complied promptly with 88% of "student-centred" Recommendationsⁱ with due dates in 2018. On average, providers took 18 days to comply with "student-centred" Recommendations with a due date in 2018.

Outreach events

In 2018, we 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.

i "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.

Not Categorised

Welfare and Accommodation

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