

# **Delivery Centre Code of Practice**

## **Responsibilities of Delivery Centres**

### ***General***

Centres shall be listed for the delivery of OTHM courses for three years.

Centres shall do everything that they reasonably can to ensure the well being of students.

Centres shall deal with students openly and fairly.

Centres shall never collect course fees from students knowing that for any reason students may not be able to complete the course.

Centres will make at least one member of staff available to counsel and advise students on any matter relating to their course of study.

Centres will have a grievance procedure that is known to all students before the commencement of the course.

Centres will not run OTHM courses at any other location except those listed by OTHM. Listing will be on a location by location basis only.

OTHM reserves the right to suspend listing at any time. If listing is suspended current students will be allowed to complete their courses and no further students will be recruited.

### ***Application Procedures***

Centres shall admit applicants to courses strictly in line with the entry requirements laid down by OTHM.

Centres shall be responsible for verifying the applicant's qualifications for entry to an OTHM course.

Centres shall interview applicants individually to ensure that the proposed course of study is suitable for the applicant and that it is likely that the applicant will complete his or her course of study successfully.

Centres shall send application forms and registration fees to OTHM's Head office not later than two weeks after the commencement of classes for the course that the student is following.

Centres shall write to each student when they are accepted onto a course telling them the start and end dates of the course, the name of the course and the amount of class time and study time that the course will entail.

## ***Teaching***

Centres will ensure that all teaching staff have the necessary qualifications, experience and skill to effectively instruct students.

The minimum total guided learning time (lectures and tutorials) for all OTHM course modules is 45 hours. Students should be advised that they will need to spend at least a further 15 hours in self-guided study.

Lecturers will use a variety of delivery methods including lecture, discussion, question and answer, in-class assignments and field visits.

At least four pieces of written work from each student will be taken in and marked during the course. Work must be returned promptly with a grade and helpful written comments. Plagiarism and copying will be dealt with firmly.

Courses will be delivered by a course team that meets regularly and has a Course Team Leader who is responsible for calling meetings and issuing an agenda prior to meetings.

## ***Facilities***

At least one copy of each book on the Essential Reading list of each course module must be readily available for the benefit of staff and students.

The centre will have adequate teaching facilities so that all students can comfortably attend and work in class.

Centres must ensure that Health and Safety requirements are met. (Including suitable climate/temperature control)

## ***Examinations***

As part of the course of instruction, the centre will instruct students in examination technique and how to behave in the examination room.

The centre will impress upon students that success may only be gained through consistent and methodical study.

Centres shall send examination entry forms and the correct fees to OTHM's Head office no later than six full weeks prior to the examination date.

## **Attendance**

A register will be taken at the beginning of each class. Any late arrivals or early departures from the class shall be recorded on the register.

Lecturers will impress upon students the importance of arriving punctually and attending classes.

It is recommended that student must attend at least 85% of the required teaching on each module in order to be eligible to sit the examination.

## **Complaints**

In the first instance, candidates should raise and discuss their concerns with their study centre and every effort should be made to resolve those concerns at this point.

Complaints outside examination appeals should be addressed in writing to The OTHM Registrar or CEO.

OTHM will not correspond with anonymous complainants; but will aim to acknowledge bona fide complaints within 48 Hours.

Following investigation, a response to the complaint will be forwarded to the Candidate or centre via the centre, in the case of examination or project assessment results.

OTHM will correspond with candidates and relevant third parties directly depending on the nature of complaint (eg: Complaint against a listed centre, teaching quality, facilities or administration).

OTHM will aim to advise centres and candidates of the outcome of any complaint or appeal within thirty days of receipt of the written documentation. *(It should be noted, however, that some complaints may take longer to investigate. Should this situation occur, OTHM will undertake to keep centres and candidates informed of the complaints progression)*

Candidates, who consider that their course or programme of learning has not been provided in line with OTHM requirements should, in the first instance, address their concerns to their study centre. If the centre is unable to satisfy the candidate's concerns, the centre representative should advise the candidate to put those concerns in writing and address them to the Registrar, OTHM.

## ***Promotion and Advertising***

Centres will be responsible for the marketing of OTHM courses within their area.

Centres will not promote or advertise OTHM courses in any way that might give offence or bring OTHM courses into disrepute.

OTHM reserves the right to instruct a centre to change or amend any wording or whole advertisement that OTHM deems to be inappropriate.

Centres will not make any misleading or untruthful claims about their facilities, their ability to deliver OTHM courses or about OTHM courses themselves.

## ***Examination Results***

Centres shall be responsible for distributing examination results to students. Results should be sent out promptly and centres must use their best endeavours to ensure that students receive their certificates.