



office of the
independent
adjudicator

'for students in higher education'


WKCIC Group Annual Statement for 2020

This is the Annual Statement for WKCIC Group for the calendar year ended 31 December 2020. It shows the record of WKCIC Group in handling complaints and appeals in that year.

WKCIC Group underwent a merger in 2017 and is the surviving provider. Where relevant, student number data and complaints data for the pre-merger entities which were OIA member providers has been combined to provide the data for WKCIC Group in this Annual Statement. Moreover, data comparison with prior years is not available.

In this Annual Statement, median data for the OIA Band for WKCIC Group has not been calculated. This is because the number of complaints that the OIA has received about providers in that OIA Band is small and median data would not provide a statistically meaningful comparison.

Student Numbers

Year	OIA Band 	Number of providers in OIA Band	Number of HE	Relevant data source	Relevant data period
2020	A	90	380	HEIFES	2017-2018

 **OIA Band:** This refers to the OIA subscription bands. See the relevant definition for more information.

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 2020	0

Annual complaints to the OIA

Complaints received by the OIA		
Year	about WKCIC Group	about all providers

2020	0	2604
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Complaints closed by the OIA		
Year	about WKCIC Group	about all providers
2020	1	2597

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 2019

The table below shows the number of complaints about WKCIC Group we have received with a COP Letter dated 2019. 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 2019.

Complaints received at the OIA with a COP Letter dated	
Year	
2019	0

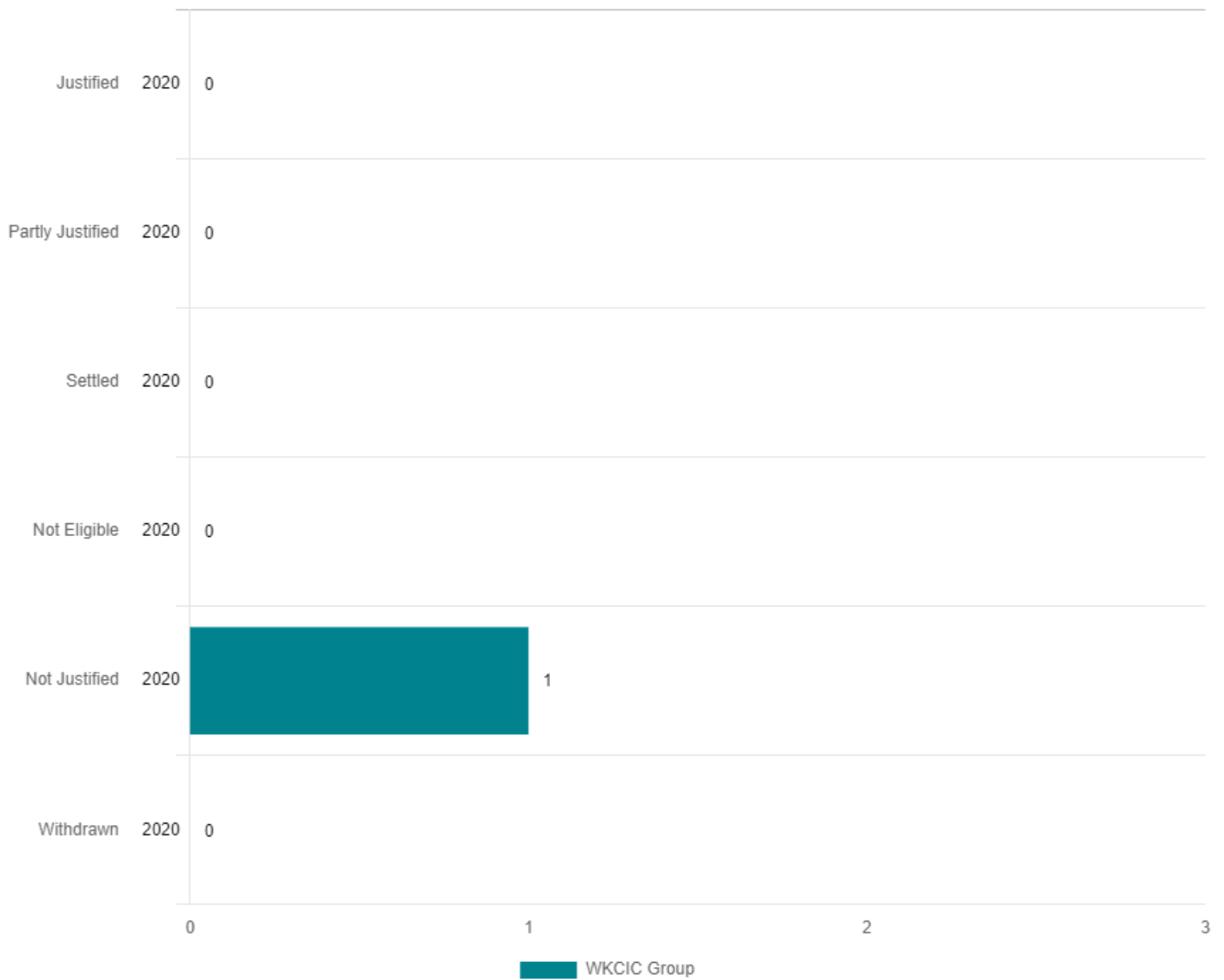
Relevant data for 2020 will be provided in the Annual Statement for the year ended 31 December 2021.

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 2020

Chart 1 breaks down the complaints about WKCIC Group closed by the OIA in 2020 by outcome.

Chart 1
Complaints closed by outcome in 2020



Complaints closed by complaint category in 2020

Chart 2 breaks down the complaints about WKCIC Group that we closed in 2020 by category of complaint. The actual numbers of complaints are contained in brackets.

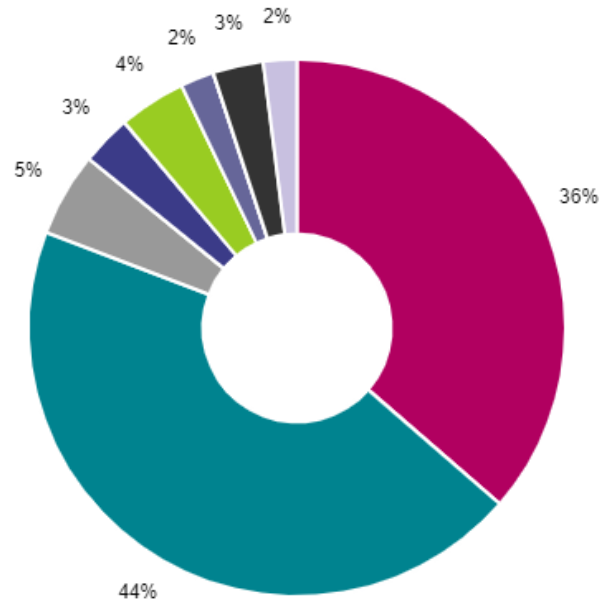
Chart 3 breaks down the total number of complaints that we closed in 2020 (about all providers) by category of complaint.

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

Chart 2
Complaints closed about WKCIC Group in 2020



Chart 3
All complaints closed by the OIA in 2020



Complaint categories

(Click on a category below for further information)

- | | |
|---|---|
| ■ Academic Appeal | ■ Service Issues |
| ■ Financial | ■ Disciplinary matters (academic) |
| ■ Equality law / Human rights | ■ Disciplinary matters (non-academic) |
| ■ Not Categorised | ■ Welfare / Non-course service issues |
| ■ Fitness to practise | |

Engagement with the OIA in 2020

This section includes general information about all providers' engagement with us in 2020. Where relevant, we include specific information about the individual provider as well.

Settlement of complaints made to the OIA

In 2020 we continued to look for opportunities to resolve complaints as early as possible. 10% of all the complaints we closed in 2020 were resolved by settlement.

No complaints about WKCIC Group closed by us in 2020 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 2020, the average number of days providers took to respond to our request for this information was 29 days. In 2020, 6 providers took an average of less than 20 days. This is hugely helpful to us. However, 36 providers took on average more than 30 days to respond. In 2020 the impact of coronavirus made it difficult for some providers to respond to us as quickly as usual, and we offered greater flexibility in the deadlines we set to take account of this.

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 94% of "student-centred" Recommendationsⁱ with due dates in 2020. On average, providers took 21 days to comply with "student-centred" Recommendations with a due date in 2020.

Outreach events

In 2020, we ran a wide-ranging outreach programme including seminars, webinars, workshops and visits by OIA staff to individual providers. We hope that these events proved useful and informative for our member providers.

Individuals from WKCIC Group have attended a number of our webinars in 2020.

We are grateful for WKCIC Group's positive engagement with us.

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

For statement years 2019 and later

For statement years 2018 and earlier

Academic Appeal

Complaints about academic matters such as assessments, progression and grades (including mitigating circumstances claims).

Service Issues

Complaints about the course or teaching provision, facilities and supervision.

Financial

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

Disciplinary matters (academic)

Complaints relating to academic misconduct including plagiarism, cheating, collusion and examination offences.

Equality law / Human rights

Complaints where the student claims there has been discrimination, including harassment, and where they claim their Human Rights have been breached.

Disciplinary matters (non-academic)

Complaints relating to disciplinary proceedings for non-academic offences.

Welfare / Non-course service issues

Complaints about issues that are not directly related to the student's course, for example complaints about support services and accommodation issues.

Fitness to practise

Complaints relating to a person's suitability to practise the profession for which they are training or studying.

Other Annual Statements

2019

2018

2017

2016