

# Update for OIA Points of Contact

Information for you as our Point of Contact



office of the  
independent  
adjudicator



## Welcome to the October 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](#).

## Using the MyOIA portal

Please take a few minutes to read the following guidance, which will help with uploading files and creating new accounts on the MyOIA portal. Full guidance on using the portal is available on our [MyOIA Help pages](#).

### File size limits

When uploading files to a case, there is a 50MB per file limit. (We previously had a limit of 10MB due to some issues with the portal software, but this has now been resolved.)

Multiple files of up to 50MB each can be uploaded at the same time, but any file over 50MB will result in an upload error for all files being uploaded.

For example, you could upload three files of 45MB each at the same time, but not two files of 5MB files and one file of 52MB.

### File name character limits

File names are limited to 150 characters. It's not possible to upload anything longer than this to the portal.

### File types

You can upload the following file types to a case on the portal:

.bmp, .eml, .doc, .docx, .gif, .htm, .html, .jpeg, .jpg, .mp3, .mp4, .msg, .pdf, .png, .ppt, .pptx, .rtf, .tif, .txt, .xls, .xlsx, .zip.

Any other file types will not upload to the portal.

Please do not use PDF “**Portfolio**” files to send information to us, as these are not compatible with our system.

### Adding documents or files to a case

When uploading documents or files to a case, please make sure you have opened the correct case before trying to upload them.

### Adding Point of Contact delegates (or any other provider account types)

It is not possible for a Point of Contact (POC) delegate to create their own account. If you would like to add an additional POC delegate to MyOIA, please ask an existing POC or POC delegate to create an account for them.

Please note that the “Representative” account type is for a person nominated by a student to represent them. It is not intended for staff at providers, as this account type does not allow you to access provider data. You can find more information about [MyOIA account types](#) on our website.

## Consultation on draft revised Good Practice Framework: Delivering learning opportunities with others

We had some very helpful discussion webinars earlier this year on the Delivering learning opportunities with others section of our Good Practice Framework and we're grateful to everyone who took the time to share their thoughts with us. We have been preparing a draft updated version of the section which we will be publishing for consultation in the next few weeks, to give further opportunities for providers, student representative bodies (SRBs) and the wider sector to feed in.

Please keep an eye out for our e-newsletter for further information on how to respond to the consultation.

## Casework note and case summaries on complaints relating to disciplinary matters

We recently published a [casework note](#) and some [case summaries](#) of complaints relating to disciplinary matters. The casework note draws out some themes from recent casework and builds on useful discussions we have had with providers and student representative bodies about disciplinary matters through our outreach webinars.

**Thank you for reading our Update for Points of Contact. If you have any questions, please email us at [outreach@oiahe.org.uk](mailto: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