# Open College of the Arts Tutor Allocation Policy

### **Introduction**

All OCA students, whether they are studying at Foundations or higher levels, have a tutor to support them in their studies. OCA tutors are not only qualified to teach at higher education level but are also creative practitioners themselves.

### **Allocations**

At Foundations and undergraduate levels 1 and 2 (HE4 and HE5), OCA allocates an appropriate tutor to each student. Students will be allocated the next available tutor for that course unit, and OCA will aim to allocate different tutors for each respective unit. This is to ensure that students benefit from working with different experiences and tutoring styles. Exceptions to this may be where there are accessibility issues, in which case the allocation may be referred to the Learner Support team. Students may request a specific tutor but OCA is under no obligation to agree to the request.

At undergraduate Level 3 (HE6), tutor allocation will be agreed in conjunction with the Programme Leader following the outcome of the progression discussion.

At postgraduate level (HE7), OCA allocates an appropriate tutor to each student and the student will work with a range of other tutors.

### Transfers

If a student has a prolonged period during which they do not engage with their course unit, OCA may not be able to offer the student the original tutor once they resume studying. The decision will be taken by OCA on the basis of tutor availability.

While it is OCA’s intention that a student be supported by the same tutor for the duration of a course unit, if a tutor resigns from OCA or is unexpectedly unable to tutor for a prolonged period, OCA will make arrangements for the student to be transferred to a suitable alternative tutor.

### Complaints

It is a shared responsibility between students and tutors to make this key relationship work effectively. The principles are set out in the Partnership Statement, included in the Student Handbook.

Any students unhappy with any aspect of their experience with OCA should first and wherever possible contact promptly and informally the individual concerned. If a student does not feel comfortable doing this, they can seek the support of the Learner Support team ([learnersupport@oca.ac.uk](mailto:learnersupport@oca.ac.uk)). If the issue cannot be resolved satisfactorily through informal channels, the student should go through the stages set out in the **Student Complaint Policy** (see Student Regulations).