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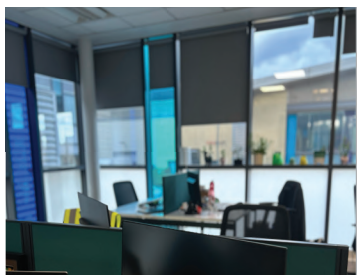
2024 - A Year in Review

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British education, Taught worldwide.

# Looking Back

## Accreditation & Business Development



In 2024, OTHM's e-certificate service continued to increase demonstrating our growing global reach. Meanwhile, certificates made their way to learners across the world, supported by smoother secure logistics.

## University Progressions



This year brought more exciting academic partnerships, with 14 new progression pathways established across UK and international universities. We continue to build our university relationships to provide wider opportunities for students to continue their academic journey so keep checking back to our website for more updates.

## Customer Service



With thousands of written enquiries resolved and countless phone calls and social media messages managed, our Customer Service Team has proven their dedication to excellence. Fun fact: well over 90% of enquiries were answered within 24 hours - talk about efficiency!

## Partnerships



In 2024, the Partnerships Team hit the ground running, updating processes to ensure top-notch experiences for learners and centres alike. Exciting highlights include the expanded computing suite and the launch of Early Childhood Studies and Environmental & Sustainability Management.

## Qualification Development



This year saw the launch of groundbreaking new qualifications including Environmental and Sustainability Management, Cyber Security, Early Childhood Education, AI and many more!

## Quality Assurance



From reviewing new and existing centres to supporting qualification rollouts, the Quality Assurance Team kept busy ensuring top-quality standards across the board.



Season's Greetings! Before we say goodbye to this year, let's take a moment to reflect on the highlights, achievements, and milestones that made 2024 so remarkable for OTHM.

Spoiler alert: It's been a year of growth, innovation, and more stamps on our passports than ever before.

## A word from our CEO

"2024 has been another very busy year for OTHM. We have added new qualifications to our great portfolio of programmes which has provided new opportunities for learners to take their studies and professional career plans to the next steps. We have also strengthened our relationships with centres and many other stakeholders too and visited centres in so many different countries globally.

As another year comes to an end, our hard-working team here in the UK will enjoy well deserved rest ready for another new, busy and exciting year in 2025.

All of us at OTHM wish our centres, their students and all our partners, seasons greetings and a happy New Year for 2025."

— Shamrat, CEO





# Accreditation & Business Development

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In 2024, OTHM's e-certificate service continued to increase demonstrating our growing global reach. Meanwhile, certificates made their way to learners across the world, supported by smoother secure logistics.

Since then, our digital certificates have become more advanced, offering enhanced features and tighter security. Notably, we are introducing biometric authentication for portal access, making the system more user-friendly and secure

Digital certificates, issued directly to learners through our secure online Portal, have even more advanced features and tighter security, including biometric authentication for Portal access, ensuring a seamless and secure experience for all users.

As we move forward, the team is refining applications further to make processes simpler, faster, and even more secure in 2025



# University Progressions

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## A year of Growth

2024 has been a landmark year for OTHM's university progression pathways. This year brought more exciting academic partnerships, with 14 new progression pathways established across UK and international universities. We continue to build our university relationships to provide wider opportunities for students to continue their academic journey so keep checking back to our website for more updates.

### A Memorable Journey to Sri Lanka:

One of the standout moments of the year was our visit to Sri Lanka in September. This trip allowed us to connect with approved delivery partners face-to-face, strengthening relationships and gaining insights into local operations. It wasn't all work, though—enjoying the vibrant Sri Lankan cuisine and culture alongside colleagues made the experience even more enriching.

### Looking Ahead to 2025:

The upcoming year promises exciting developments, including webinars with our UK university partners. These sessions will provide students and centres with detailed information about progression pathways, equipping them to make informed decisions and navigate opportunities with confidence. Dates for these webinars will be announced in the New Year, so stay tuned!

By continuing to build bridges between learners and universities, OTHM reaffirms its mission to enable educational success on a global scale.





# Registrations

As the demand for OTHM programmes and qualifications continues to grow, we stay agile and committed to delivering outstanding service that meets the needs of our centres, learners, and the vision of OTHM.

## Key Achievements in 2024

- Processed an impressive number of learner registrations, ensuring smooth onboarding and seamless communication with centres and learners.
- Enhanced the efficiency of registration workflows, allowing us to deliver even better service to our stakeholders.

## Fun Moments

Celebrating multicultural events like Chinese New Year, Eid, Easter, and Diwali with my team has been a memorable highlight. These celebrations have fostered a vibrant and inclusive environment within our team.

## Exciting Plans for 2025

- Continuing to improve our registration processes to further enhance the learner experience.
- Supporting the organization's growth by adapting to increasing demand and maintaining excellent service standards.



# Partnerships



"The Partnership Team bring a huge amount of international experience which we hope has been seen as helpful when it comes to supporting and guiding Centres seeking initial Approval or existing Centres Renewal. The processes our Centres now follow have all been updated and the changes we have implemented simply ensure that our learners receive the best possible experiences as we prepare them for their future careers. As our existing Centres seek to renew their agreements this will be experienced. The Team also expedites the University progression and articulation arrangements."

- Andrew Rennie, Head of Partnerships

Many new and existing Centres are now taking advantage of some of the topical programmes which have been launched over the last year, which have captured the attention of educationalists far and wide. As an example, please look at our expanded suite of computing related courses that now cover Artificial Intelligence, Cyber Security, Information Technology, Data Science and Immersive software Engineering as we prepare learners for the jobs of tomorrow. I should also mention the launch of the Extended Diploma in Early Childhood Studies and Environmental and Sustainability Management at Level 7 which were well received in such a short space of time, both entirely relevant and topical for a global audience.

The Partnership Team have also had the fantastic experience and privilege to meet some of our Centre staff and learners firsthand and this has been hugely beneficial.

From the UK and Ireland to Sri Lanka, Malta, the UAE, Singapore, and Malaysia, meeting centre staff and learners first hand was a privilege. As well as being able to experience and enjoy in vibrant local cultures. Centre visits will now become a permanent feature as they continue into 2025, and we look forward to meeting OTHM Centres in Pakistan in February 2025.

Coming up in 2025 will be many more webinars with UK University partners to our students and Centres with more information on our pathways and progression arrangements. Dates to be released in the New Year.

# Qualification Development

## Annual Review: A Look Back on 2024

As we bring 2024 to a close, we take great pride in reflecting on a year filled with remarkable achievements. This year, we have not only strengthened our position as a leader in developing industry-relevant qualifications but also demonstrated the power of collaboration and expertise across our teams.

## Key Achievements of 2024

The success of this year is a testament to the dedication and hard work of our entire OTHM team, whose unwavering commitment to excellence has been instrumental. Together, we've delivered robust qualifications that meet the ever-evolving needs of learners and industries alike. These include:

- Level 7 Diploma in Environmental and Sustainability Management: Addressing the global demand for expertise in sustainability and environmental stewardship.
- Cyber Security Pathway: Offering a comprehensive suite of programs to tackle the pressing challenges of the digital age:
  - Level 4 in Cyber Security
  - Level 5 in Cyber Security
  - Extended Level 5 in Cyber Security
- Early Childhood Education Pathway: Equipping educators with essential skills to shape the future of early learning:
  - Level 4 in Early Childhood Education
  - Level 5 in Early Childhood Education
  - Extended Level 5 in Early Childhood Education
- Level 7 in Artificial Intelligence: Empowering professionals to lead in the rapidly growing field of AI, driving innovation and transformation.
- These achievements were made possible through the synergy of our talented teams in ensuring industry relevance and academic rigor.

## Looking Ahead to 2025

As we look to the future, our plans for 2025 are already taking shape. We are excited to announce the upcoming launch of three new Aesthetics qualifications and two Python Coding qualifications. These programs will expand our portfolio into high-demand fields, offering learners cutting-edge opportunities to grow and succeed.

## Closing Thoughts

As we close this chapter and prepare for the next, we remain steadfast in our mission to deliver qualifications that empower learners and meet the dynamic needs of industries. Here's to an even more successful 2025, driven by the same passion, collaboration, and innovation that defined 2024.

Thank you to everyone who contributed to this fantastic year—we couldn't have done it without you!







# Customer Service

The Customer Service Department at OTHM has demonstrated a strong commitment to excellence and customer satisfaction throughout 2024. Our team efficiently handled thousands of written inquiries, along with numerous phone calls and social media messages, resolving issues and offering support to enhance the overall customer experience. Through continuous improvement and training, we have achieved significant milestones, maintaining a high level of customer satisfaction. Fun fact: well over 90% of enquiries were answered within the first 24 hours.

With a continued focus on customer satisfaction and process optimization, we've laid a solid foundation for further success in 2025. Our commitment to embracing new technologies, upholding high service standards, and developing our team's skills will ensure the best outcomes for our customers.

# Quality Assurance

2024 has been a busy year for our Quality Assurance Team who are involved with quality reviews of all our prospective centres as well as our existing centres. The team have been actively helping our centres with the exciting opportunity to increase their offerings due to the launch of several new qualifications. We look forward to continuing our ongoing work with our centres in 2025.

"Being part of an incredible team has always been a dream of mine, and working at OTHM reflects a culture of inclusivity and collaboration. I truly enjoy the friendly conversations with everyone. I'm excited about the start of the New Year and look forward to continuing my professional growth with such a wonderful team." - Nana Antwi, Quality Assurance Officer







# MERRY CHRISTMAS & A HAPPY NEW YEAR

We will return on 2nd January

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