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qualifications ■ ■ ■ ■

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British Education, Taught Worldwide.

What's happening

01.

New Talent

This year our team has undergone some changes and welcomed new members. Learn more about a new edition to our Marketing Team and transfer to our Quality Assurance Team.



02.

Partnership Reflections

Learn more from our Partnership Team about how 2025 has been a successful year for them, and what they look forward to seeing develop for OTHM in 2026!



03.

Qualification Development

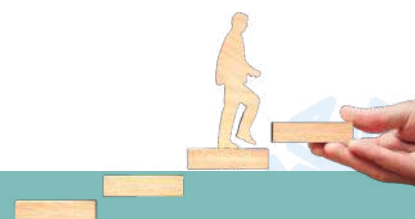
Take a look at what new qualifications we have developed and launched this year! Gain an insight into what is to come in 2026...



04.

ELP & CPD

Discover our reflection on how ELP and CPD have supported centres, staff, and learners in 2025. We also share practical tips for making the most of them in 2026.



A Word From our CEO & COO

Seasons greetings!

How quickly the year has passed in what has been another busy and eventful year for all of the OTHM family.

We are grateful for our collaboration in 2025 and are excited to build on our shared successes together in the new year.

If you are taking a short break over this festive period, we wish you rest and good health and happiness for 2026.

Best wishes from us all!

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SM Shamrat

OTHM CEO



Patricia Land

OTHM COO

Partnerships Team



Rejoining the OTHM Partnerships team in July 2025 has honestly felt like such a nice return. I slipped back in easily, caught up with everyone, and met some great new partners too. It reminded me how much I enjoy the work and the people around me. Going into 2026, I'm just excited to keep growing, try new things, and see what else we can create together.

Cindy Sloper

Group Head of Global Growth and Partnerships

2025 has been a key year for strengthening our existing centres relationships. I've been able to spend more time understanding their goals, improving communication, and finding new ways to add value. This has helped build deeper trust and made our partnership feel more aligned and productive.



Sarah Chew

Regional Partnership Manager

2025 has taken me on the road, visiting our OTHM centres and university partners to strengthen relationships, foster new collaborations, and facilitate informative sessions on our pathways - helping to broaden opportunities for OTHM students. I look forward to more of this in 2026!



Rebecca Donaldson

Academic Partnership Manager

Registration Team



As we wrap up 2025, the Registration team is gearing up for an even smoother, smarter, and more seamless 2026! This year has brought tidy ledgers, timely invoices, and plenty of learner registrations - thank you to all centres and teams for your collaboration and commitment.

As we continue to improve our processes, we kindly ask everyone to help us keep things running efficiently by ensuring that registration and invoicing details are complete and accurate. A few festive-friendly reminders...

For Learner Registrations:

- Please ensure learner names match their official ID.
- Personal learner email addresses are mandatory.
- Add the correct qualification number as per the website guidance.

For EQA Registrations:

- The 10-week rule remains essential - please submit registrations within this timeframe.

For New Centre Applications:

- Provide the correct email addresses to ensure invoices reach the right contacts without delay.



With your support, we're looking forward to a 2026 filled with clarity, accuracy, and sparkling-clean ledgers. Here's to another year of collaboration, efficiency, and keeping everything (and everyone!) on track.

Wishing you a wonderful festive season and a successful New Year!

OTHM Endorsement Services:

ELP and CPD Programmes

As 2025 comes to a close, we wanted to take a moment to reflect on how ELP (Extended Learning Points) and CPD (Continuing Professional Development) have supported centres, staff, and learners this year - and share some ideas for getting the most out of them in 2026.

This year, we've seen centres explore new ways to integrate CPD into their curriculum planning and ELPs being used creatively to enrich learners' experiences.

Looking Ahead:

Now is a great time to start thinking about how to make the most of these opportunities in the new year, and enriching your centre's development journey.

Thank you for your continued commitment to supporting learners and staff development. We look forward to another great year ahead!

Tips & Ideas for 2026

- Encourage staff to plan CPD alongside curriculum planning to maximise its impact.
- Use ELPs to recognise a wide range of learner skills and achievements.
- Explore new CPD modules to refresh your team's knowledge in emerging areas.

Get in Touch:

If you'd like to learn more, please contact
elp@othm.org.uk | cpd@othm.org.uk

Quality Assurance



2025 has seen significant change in the Quality Assurance Team at OTHM. We have been joined by a new Head of Quality Assurance and Accreditation, and introduced several new processes, including a completely revised approach to Centre Quality Reviews, which will roll out throughout 2026.

A suite of new policy and guidance documents is available on the OTHM website, including IQA Centre Guidance and Managing Use of AI Centre Guidance, which we hope is a useful resource for centre staff.

We'd like to thank all of our centres for their engagement and cooperation with us as we introduce these new systems.

 We're confident that they will increase the credibility of OTHM qualifications and better support your learners to progress to the next stage in their career, whatever that may be.



Certification

We are pleased to share an update on the performance and development of our digital certificate systems.

Growth and Portal Improvements

Demand for digital certificates has doubled, showing strong adoption. The Student and Centre Portals remain our core platforms, now with a more intuitive and efficient user experience.

Security Enhancements

The Digital Certificate Web (DCW) is now more secure than ever. Two-Factor Authentication is required for portal access, and our improved MFA setup offers clearer guidance and better mobile compatibility.

2025 Update and 2026 Roadmap

In 2025 we introduced stricter telephone-number validation across Delivery Address, Billing Address, User Profile, and Biometric Registration to improve data accuracy. In 2026 we will introduce further security features for portal registrations, including biometrics and ID verification.

Certificate Integrity and Verification

Digital certificates remain fully encrypted and easily verifiable through:

1. QR Code Scan – using the code on the certificate.
2. Verification Portal – by entering the certificate reference number at the official URL: <https://verification.othm.org.uk/>.

Students can also securely share documents with third parties through the portal, ensuring privacy and authenticity.

Customer Service



2025 was a busy but incredibly productive year for our Customer Service team here at OTHM. Throughout the year, we managed significantly increased enquiry volumes - particularly during peak periods - without ever compromising the quality of support our learners and partners depend on.

Our team continued to strengthen customer trust by delivering clear, empathetic, and personalised assistance, ensuring every interaction reflected the care and professionalism OTHM is known for.



We are proud to have achieved our highest customer satisfaction scores to date, supported by consistently positive feedback across all communication channels. This success was made possible not only through the dedication of our frontline advisers, but also through excellent collaboration with colleagues across other departments, enabling quicker resolutions and smoother experiences for our customers.

Together, these achievements have further enhanced OTHM's reputation for quality and a genuine customer-first approach. As we look ahead to the new year, we remain committed to providing outstanding service and support to everyone who chooses OTHM for their educational journey.



Qualification Development

2025 has been an exciting year for the OTHM Qualifications Team!

We have worked hard to expand and enhance our portfolio, ensuring learners, centres, and employers benefit from qualifications that are both current and industry-relevant.

This year, we proudly developed and regulated the following qualifications:

Level 3 Certificate in Principles of Aesthetics

Level 3 & 6 Certificates in Python

Level 3 Diploma in Adult Health and Social Care

Level 4, 5 & 5 Extended Diplomas in Contemporary Skin Rejuvenation

Level 4, 5 & 5 Extended Diplomas in Airline, Airport and Aviation Management



We also relaunched the Level 3 Diploma in Beauty Therapy in partnership with Habia, making it the only UK qualification fully aligned with the latest National Occupational Standards, reflecting our commitment to the highest industry standards.

These achievements showcase our dedication to delivering qualifications that are rigorous, relevant, and supportive of professional development.

Looking ahead to 2026, we will continue to innovate and expand our portfolio to meet emerging industry needs. Stay tuned for exciting updates as we build on this year's success!



Soaring to New Heights in Aviation Education

The OTHM Level 5 Diploma in Airline, Airport and Aviation Management equips learners with a comprehensive understanding of aviation management theory and practice. Designed to address the complex challenges of the aviation sector, this qualification covers key areas such as airline and airport operations, commercial planning, digital marketing, sustainability, and safety. Graduates are prepared for careers in airline and airport management or to progress directly into further higher education.



Whether you're a training centre looking to expand your aviation management offerings or a learner aiming for a career in airlines, airports, or aviation operations, this qualification provides a credible, career-focused pathway.



OTHM Level 4, 5 & 5 Extended Diploma in Airline, Airport & Aviation Management



Recognised and Regulated: Regulated by Ofqual, recognised globally.



Mapped to Industry Practice: Prepares learners with the knowledge and skills needed for real-world aviation management.



Career-Ready: Prepares learners for roles in airlines, airports, cargo, or further study.



Future-Focused: Builds strategic, problem-solving, and leadership skills for the evolving aviation sector.



Enquire Now to Become an Approved Centre



It's been a true pleasure joining the amazing OTHM team! I'm a marketing professional passionate about storytelling and connecting with people. After working in Army marketing, I've enjoyed transitioning into the education sector and developing my creativity. I'm excited to be a part of helping share the inspiring stories of OTHM, Approved Centre's and learners!

Tom Harvey

Digital Marketing Manager

Welcome to the Team!

We are pleased to welcome a new member to our team and to announce the transfer of an existing team member to a new role.

2025 has been exciting, moving from Partnership Relationship Manager to Centre Accreditation Manager at OTHM. This role has deepened my understanding of onboarding new centres and maintaining quality standards.

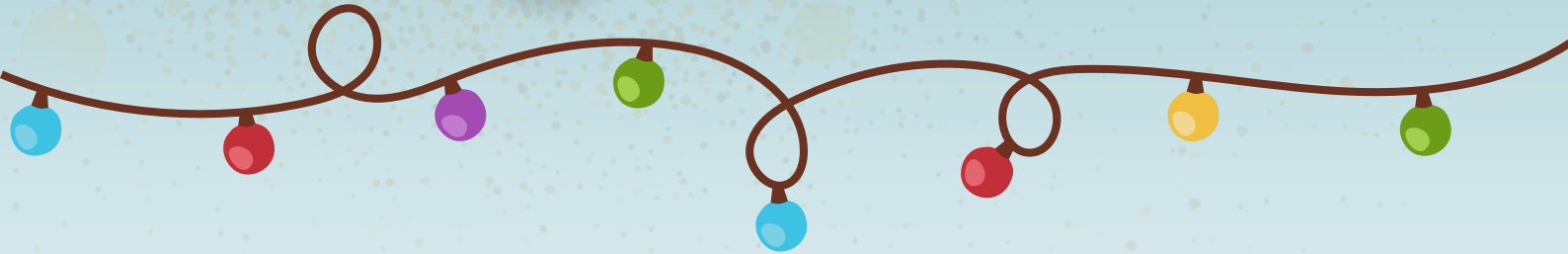
I'm enjoying supporting centres and being part of their final approval process, and look forward to helping more centres in the future.



Elise Labram

Centre Accreditation Manager

University Progressions



2025 has been a year of growth for OTHM! We've expanded our global network, introduced new pathways, and strengthened partnerships to give learners more routes to continue their education.

New Partners:

UWE Bristol, University of Staffordshire, Teesside University, PSB Academy (Singapore) - offering top-up degrees and expanded progression from OTHM Level 3-7 Diplomas.

Existing Partners:

Bangor, Arden, Northumbria Universities - new pathways including MBAs, law, and fashion top-ups.

Engagement & Visits:

Partner visits in Cardiff, Bangor, Wolverhampton, Barcelona, and Malta strengthened collaboration and celebrated student successes. Webinars connected learners globally with progression opportunities.

Looking Ahead:

In 2026, we'll continue expanding opportunities and supporting learners worldwide. Thank you to all partners for your ongoing collaboration.

What's Made Up?

Can you spot the thing that doesn't belong among these topics?

Winter Wonders

- A) Snowflakes can have up to 200 unique shapes
- B) Penguins live at the North Pole
- C) The winter solstice is the shortest day of the year

Answer: B – Penguins live at the North Pole (they actually live in the Southern Hemisphere)

Food & Festivities

- A) Lentils are eaten for luck in many cultures
- B) Chocolate melts at body temperature
- C) Everyone in the world eats turkey at the end-of-year celebrations

Answer: C – Not everyone eats turkey

Global Celebrations

- A) Fireworks are used in many cultures to scare away evil spirits
- B) Some people celebrate the New Year by throwing things or getting wet.
- C) Everyone celebrates the new year on January 1st

Answer: C – Different countries celebrate on different dates (e.g., Lunar New Year, Songkran, Rosh Hashanah, etc.)

Fun Facts

- A) Octopuses have three hearts
- B) A day on Venus is longer than a year on Venus
- C) Goldfish can remember things for only one second

Answer: C – Goldfish actually have months of memory, not one second!

The Human Body

- A) Your brain can generate enough electricity to power a small light bulb
- B) Humans share about 50% of their DNA with bananas
- C) Fingernails grow faster at night than during the day

Answer: C – They grow faster during the day, not at night.

Scoring:

0–1 correct: The Jolly Newbie

2–3 correct: The Sparkling Sleigh Rider

4 correct: The Holiday Detective

5 correct: The Festive Legend



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