

Higher Education Admissions Appeals Procedure

TYPE: Procedure

PURPOSE: To explain the HE admission appeals procedure to applicants and staff

SCOPE: This policy applies to all applicants, applying to do a higher education programme at Solihull College & University Centre and Stratford-upon-Avon College, who wish to appeal a decision made during the admissions process, raise a matter of concern or make a complaint related to the admissions process.

RESPONSIBILITY: The Vice Principal HR & Student Services is responsible for this policy. The Director Student Services is responsible for the monitoring of the policy.

LEGAL CONTEXT: N/A

PUBLICATION:

Staff Hub/Intranet: (Y)

Website: (Y)

Student Hub: (N)

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Adam Thomas	July 2015	January 2016	January 2018	2
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1. Introduction

1.1. Solihull College & University Centre and Stratford-upon-Avon College (hereafter referred to as the College) welcomes applications from individuals with the potential to succeed in higher education. Our commitment to equal opportunities ensures that all applicants are treated solely on the basis of their merits, abilities and potential. We recognise, however, that there may be occasions when applicants feel they have cause for complaint.

1.2. Therefore, the purpose of the Higher Education Admissions Appeal Procedure is to provide an opportunity for applicants to raise matters of concern without risk of disadvantage and for the College to resolve as quickly and fairly as possible complaints about the admissions process.

2. Principles

2.1. The principles which underpin the Admissions Complaints Procedure are that:

- the process should be fair, effective, timely and comprehensible with complaints being resolved as quickly as possible and in a reasonable manner;
- any investigations undertaken as part of the Admissions Appeals Procedure;
- the applicant and relevant members of staff will be informed of the outcome of the appeal;
- appropriate action will be taken to improve the College's procedures where the outcome of a complaint suggests that improvement is necessary.

3. Appeals

3.1. Applicants who wish to appeal should put their concern in writing to the HE Admissions Officer. Copies of all previous correspondence related to the appeal should be enclosed along with an explanation of the reasons for the appeal and the outcome desired by the applicant. Appeals submitted more than 10 working days after the original decision which is the subject of the appeal will not normally be considered.

3.2. The HE Admissions Officer will write to the applicant within 5 working days to acknowledge receipt of the appeal. If the appeal is related to a Partner HEI, they will be informed of the appeal.

3.3. The HE Admissions Officer forwards the appeal to the Quality Team who records the appeal and forwards the appeal to the relevant Assistant Principal/Head of School and also sends a copy to the the HE Administration Team and the Dean of Higher Education & Curriculum Innovation.

3.4. An investigation into the matters complained of will be undertaken by the relevant Assistant Principal/Head of school and completed within 15 working days of receipt of the appeal. If it is not possible to complete the investigation within 15 working days, the applicant will be advised in writing of the reasons for this and given a date by which it is expected that the investigation will be completed.

3.5. The Assistant Principal/Head of school may request additional information from the applicant or relevant staff if this is deemed appropriate and, if necessary, may convene a meeting of the College's Senior Management Team and/or the appealing applicant to discuss the appeal.

3.6. An appeal hearing is held and the Assistant Principal/Head of school will find either:

- that there are grounds for further consideration and the application is to be reconsidered accordingly;

or

- that there are no grounds for taking the matter further. At which point The Higher Education Administration Team are informed, Partner Institutions are informed (if applicable) the Admissions Appeal record is updated and the applicant is informed.

or

- An alternative course is proposed.

3.7. If the appeal hearing finds that there are grounds for further consideration and the application is to be reconsidered the relevant Course Team are informed that the applicant should be accepted. The Higher Education Administration Team is informed; Partner Institutions are informed (if applicable) and the Admissions Appeal record is updated.

3.8. The decision reached is considered to be final and will be communicated to the applicant within 10 working days of considering the appeal.