

# Admissions Appeal Policy and Procedure

**Version V1.1**

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# Admissions Appeal Policy and Procedure

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## 1. Purpose

The purpose of the Admissions Appeals Procedure is to provide an opportunity to prospective students to appeal a decision or concern related to admissions for evaluation and investigation. The policy also sets out to standardise and record any appeal to ensure openness and fairness.

## 2. Definitions

### Abbreviations and Acronyms

UKCBC      UK College of Business and Computing

### Terms

#### Admissions Appeal

A formal request from a prospective student asking the college to review a decision relating to college admission.

#### Admissions Officer

A member of the UKCBC admissions team who gives programme details to prospective students and facilitate admission process.

#### Head of Admissions

The person who oversees the student admissions process in the UKCBC.

#### Grievance

A complaint or a strong feeling that someone has been treated unfairly

## 3. Scope

This policy applies to:

- All students at UKCBC
- UKCBC Assessors
- UKCBC Programme Advisers
- Department Programme Leaders
- Student services

The following are affected by this policy:

- All students at UKCBC
- UKCBC Assessors
- UKCBC Programme Advisers
- Department Programme Leaders
- Student services

The following must understand this policy:

- All students at UKCBC
- UKCBC Administration
- UKCBC Assessors
- UKCBC Programme Advisers
- Department Programme Leaders
- Student services

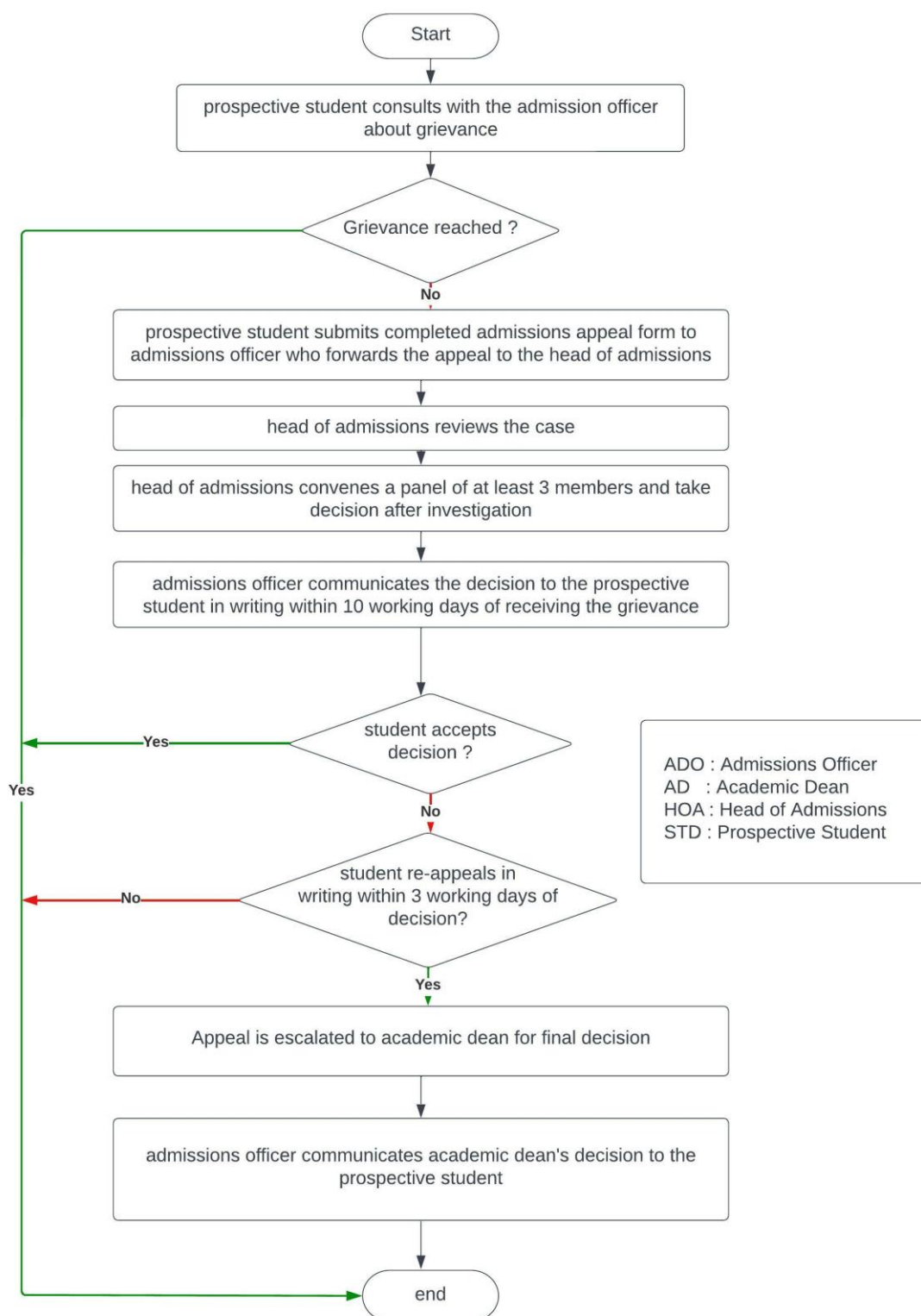
The Head of Admissions has the ultimate executive responsibility for the effective development and implementation of this policy.

## 4. Policy Statement

UKCBC will:

1. Inform the prospective students about the Admissions Appeal Policy and Procedure.
2. Record, track and validate any appeal.
3. Forward the appeal to the Academic Dean when a prospective student considers that a decision continues to disadvantage her/him after the internal appeals process has been exhausted.
4. Keep appeals record for inspection by the awarding body for a minimum of 18 months.
5. Have a staged appeals procedure.
6. Monitor appeals to inform quality improvement.

## 5. Process Flow Chart



## 6. Appeal Procedure

### Informal - Early Resolution

- 6.1. If a prospective student has a grievance related to admission decision, he/she could discuss the issue with the Admissions Officer.
- 6.2 The appeal details are shared with the Head of Admission as early as possible ("Day Zero")
- 6.3 A member of staff reviews the concern within 5 working days of the appeal being made. Further discussion with the student may be held within this period
- 6.4 A decision relating to actions to address the appeal is agreed between the student and the Admissions Officer within 10 working days of Day Zero.
- 6.5 An outline of appeal and resolution are recorded for further monitoring.

### Stage A: Formal Appeal

- 6.2 In case the grievance is not resolved by the Admissions Officer, student fills an Admissions Appeal Form to file a grievance.
- 6.3 The Admissions Officer forwards the appeal to the Head of Admissions.
- 6.4. The Head of Admissions convenes a panel of at least 3 members – Chair plus 2 additional colleagues to assist in the investigation. All members of the panel must have no previous involvement in the appeal no ensure impartiality.
- 6.5 The Investigation panel will invite the prospective student and other parties to discuss their concerns as part of the investigation process.
- 6.6 The Head of Admissions takes a decision based of the evidence submitted.
- 6.7 The Admissions Officer records the decision and communicates to the student within 10 working days since the appeal is submitted by the student.
- 6.8 The Admissions Team keeps record of the appeal, investigation, and action for monitoring.

### Stage B: Formal Appeal- Review

- 6.9. If the student does not accept the decision, then he/she must submit a written appeal within 3 working days and submit to the Admissions Officer.
- 6.10. The Admissions Officer will then escalate the grievance to the Academic Dean.
- 6.11The Academic Dean reviews the appeal and may ask for further evidence to take a suitable decision. If required, the Academic Dean will convene a panel for further investigation before taking a decision.
- 6.12 The decision taken by the Academic Dean is communicated back to the complainant. The decision of the Academic Dean is final.

All appeals will be considered in a fair, consistent, and timely manner.

## 7. References

Title	Link
Student Recruitment and Admissions Policy and Procedure	
QAA Quality Code	QAA Quality Code expectations B3 and B4

## 8. History of Versions

Version Number	Date	Link	Author	Comment or Reason for Modification
1.0	Nov 2021	Appeal Policy	SP	Create a separate policy of admissions appeal.
1.1	Aug 2022	Appeal Policy	ST	Process modified