

**Title: Admissions Appeals Procedure (Higher Education)****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.**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;
  - 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 Quality Team. 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 20 working days after the original decision which is the subject of the appeal will not normally be considered.

- 3.2. The Quality Team will write to the applicant within 5 working days to acknowledge receipt of the appeal.
- 3.3. The Quality Team records and forwards the appeal to the relevant Assistant Principal/Head of School and also sends a copy to the Dean of Higher Education & Curriculum Innovation and Frontline Team manager.
- 3.4. The relevant Assistant Principal/Head of School will call an Appeals Panel meeting. The Appeals Panel meeting will be chaired by the relevant Assistant Principal/Head of School. At the discretion of the panel Chair, the panel may include:
- The student
  - The Dean of Higher Education & Curriculum Innovation
  - Disability Officer
  - Director of Student Services
  - Professionals external to the college e.g. a CPN, Key Worker, Social Worker, if in place
  - Someone to support the student e.g. a family member, guardian, mentor, advocate, friend
  - A minute taker
- 3.5. The Appeal Panel 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, Partner Institutions are informed (if applicable) the Admissions Appeal record is updated and the applicant is informed.
- or
- An alternative course is proposed.
- 3.6. If the appeal panel 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 Frontline Team is informed and the Admissions Appeal record is updated.
- 3.7. The decision reached is considered to be final and will be communicated to the applicant within 10 working days of considering the appeal.

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