

Further Education Admissions Appeals Procedure

TYPE: Procedure

PURPOSE: To explain the FE 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

Further Education Admissions Appeal Procedure

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 further 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 Further 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 as possible complaints about the admissions process.

2. Principles

2.1. The principles which underpin the Admissions Appeal 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 an appeal suggests that improvement is necessary.

3. Appeals

3.1. Applicants who wish to appeal should put their concern in writing to the Assistant Principal of the Faculty. 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. 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.

3.3. 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.

3.4. 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 Further Education Administration Team are informed, the Admissions Appeal record is updated and the applicant is informed.

or

- An alternative course is proposed.

3.5. 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 Further Education Administration Team is informed, and the Admissions Appeal record is updated.

3.6. The decision reached is considered to be final and will be communicated to the applicant within 15 working days of considering the appeal.