



Higher Education and Further Education Admissions Policy 2020

North Warwickshire and South Leicestershire College

Vice Principal Quality

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Higher Education and Further Education Admissions Policy 2020

1. Scope

- 1.1 This Policy covers all full-time and part-time further and higher education programmes delivered at the College.

2. Purpose

2.1 Higher Education

- i. This Policy provides the framework for admissions practice relating to UCAS and direct applications across the College. It is intended to provide guidance to College staff, applicants, parents, teachers and any other interested party on the College's procedures for admitting higher education students.
- ii. The Policy supports the College's strategic goals relating to the recruitment of students as detailed in the Learning Group Strategic Plan 2020-23.
- iii. The Policy reflects relevant Equality and Data Protection legislation, is informed by the recommendations for good practice as specified by the Quality Assurance Agency (QAA) and Supporting Professionalism in Admissions (SPA) and is compliant with the Competition and Markets Authority's (CMA) guidance on consumer protection law.

2.2 Further Education

- i. The Policy sets out the arrangements for the admission of students onto further education programmes at the College.
- ii. The Policy outlines the principles for assessing an applicant's suitability/eligibility for acceptance onto a programme/course of study at the College.
- iii. The Policy lists the range of conditions on which offers of a place on a programme/course of study may be made.
- iv. The Policy outlines the principles for enrolment and terms and conditions for a potential student of the College.
- v. The Policy should be read in the context of the Fees Policy and the College Equality and Diversity Policy.
- vi. The Policy is available on the intranet or by request from the Customer Journey Team.
- vii. The Policy explains the process for appeal where an applicant either disagrees with a decision made in accordance with the Admissions Policy or believes the Policy has not been applied correctly in the processing of their application/enrolment.

3. Good Practice Principles

3.1 Higher Education

- i. The College is committed to excellence in admissions and aims to provide a professional, fair, equal and transparent service to all applicants.
- ii. The College aims to recruit students who have the potential to meet the demands of and benefit from their programme and is committed to Widening Participation (WP).
- iii. The College will take every possible step to ensure that no prospective student or applicant is treated unfavourably on the grounds of race, colour, nationality, ethnic origin, gender, gender

identity, marital status, family responsibilities, disability, age, sexuality, political or religious beliefs, social class, trade union activity, being an ex-offender (please note there are some courses which are exempt from the Rehabilitation of Offenders Act due to the nature of the work they will undertake. Where this is the case that information will be provided in the course information), or other unreasonable grounds.

3.2 Further Education

- i. The College is committed to equality of opportunity for all potential learners at the College. The College aims to create and maintain the conditions whereby applicants are treated solely on the basis of their merits, abilities and potential, regardless of ethnic or national origin, disability, gender, age, religion or belief, sexual orientation or other distinction.
- ii. The College will offer free, unbiased advice and guidance about all the programme/courses available at the College. The College aims to recruit students to the programme/course that best suits their prior qualifications, experience, career aspirations and interests.
- iii. College Open Days advertised by the Marketing Department will be held regularly to give visitors the opportunity to view the College and its facilities and speak with College staff.
- iv. Local schools will be sent copies of the current College Prospectus.
- v. The Customer Journey Team is responsible for ensuring any necessary access arrangements are made to assist potential students with a disability at interview and if required assist applicants to complete their applications.
- vi. The goal is to provide all potential learners with the opportunity to study the programme/course of their choice providing they meet the entry criteria as outlined in College publications.
- vii. In some cases the number of applicants who meet the entry criteria for a course will exceed the available places for a programme/course. In this event we aim to recruit with integrity and ensure that available places are offered to applicants based on our commitment to widen participation and equality of opportunity.
- viii. Applicants who meet the entry criteria for a programme/course, but to whom The College are unable to offer a guaranteed place will be kept informed of the status of their application and provided with appropriate advice and guidance about other available programme/courses at the College.

4. Entry Criteria and Selection Process

4.1 Roles and Responsibilities

- i. The College operates a centralised admissions service for higher education applications. Applications from students are managed by the Customer Journey Team in collaboration with the Curriculum Directorates.
- ii. College Directorates work in a collaborative arrangement with the Customer Journey Team and are responsible for setting entry and assessment criteria for each course at the beginning of each admissions cycle. The College has responsibility to ensure that all those involved in the admissions process will apply a consistent approach to the procedures and principles set out in this document.

4.2 Entry Criteria - Higher Education

- i. The College has clearly documented minimum standard entry requirements for all higher education programmes. These minimum entry requirements are published on the College website and in the College prospectus.
- ii. These criteria are set by the awarding body. Should anybody require a copy of these entry requirements in a different format, they can do so by contacting the College Customer Journey Team.

- iii. The College is committed to giving full and fair consideration to all entry qualification information presented by individual applicants. Assessment of qualifications is carried out by experienced customer service staff.
- iv. An adequate proficiency in English must be demonstrated and may be assessed during the induction phase of a course.
- v. The College welcomes applications from those with previous academic credit, provided that it is clear that individual applicants have fulfilled some of the progression and assessment requirements of the course concerned by means other than attendance, and that they will be able, by completing the remaining requirements to fulfil the intended learning outcomes of the course and attain the standards required for a particular award. This is subject to meeting the requirement of the College's Recognition of Prior Learning process.
- vi. The College also welcomes applications from those who have significant work or life experience and who may not necessarily meet the published academic requirements for their chosen course. Applicants will be required to demonstrate evidence of motivation, potential, knowledge and ability to study the course of their choice, and the College must be satisfied that an applicant's work or life experience is equivalent to the qualifications that other applicants will be studying.
- vii. Entry requirements are reviewed on an annual basis and are updated if necessary. They are also subject to changes in Government policy. The College ensures that the most up to date information is clearly displayed on its website.

4.3 Entry Criteria - Further Education

- i. Applicants should meet the published entry criteria for the programme/course they have applied for. These may include examination results and qualifications, portfolios of work, records of achievement or evidence of previous relevant experience.
- ii. Applicants will attend for Interview and Taster Events as required.
- iii. Applicants may also be required to demonstrate that they are able and prepared to dedicate the necessary time to successfully achieve the programme/course of study.
- iv. Prior to enrolment applicants will be asked to provide original documents relating to qualifications, which may be copied and included in the applicants file. Failure to provide original documents may result in the withdrawal of a place on a programme/course.
- v. The College welcomes applications from those with previous academic credit, provided that it is clear that individual applicants have fulfilled some of the progression and assessment requirements of the course concerned by means other than attendance, and that they will be able, by completing the remaining requirements to fulfil the intended learning outcomes of the course and attain the standards required for a particular award. This is subject to meeting the requirement of the College's Recognition of Prior Learning process.
- vi. Every care has been taken to ensure that the information contained in College publications (both paper and on-line) is accurate at the time of publication. However, in response to changing circumstances, the College reserves the right to cancel, change the entry criteria for, or alter the content of any programme/course. Where this is necessary, applicants will be advised at the earliest opportunity.
- vii. Qualification entry criteria are determined by the awarding organisation and the College. The authorisation of the relevant Director and Vice Principal must be given in order to cancel, change the entry criteria for, or alter the content of, any programme/course.

4.4 Assessment and Selection - Higher Education

- i. The College is firmly committed to fair and equal consideration of all applications received directly to the College and by the UCAS deadline in each admissions cycle. The College observes all rules and procedures laid down by UCAS when processing applications and will endeavour to process them efficiently.

- ii. Each application is considered on an individual basis against the assessment criteria for each course that are set by the awarding body. Assessment is based on the information provided by the applicant on the application form.
- iii. Applicants to courses will be invited to attend an interview, audition or portfolio review as part of the selection process. All applicants who do not meet the entry requirements for courses but have made an application based on significant work or life experience, or a combination of non-standard qualifications, will be invited to attend an interview.
- iv. Applicants will be able to view the College's decision, including any conditions that may be attached to an offer, online using the UCAS Track facility or, for applications directly to the College, will receive written notification.
- v. Direct applicants are responsible for providing their results to the College prior to the start date of their course. Applicants who meet the conditions of the offer that they have received via UCAS Track will have their offer amended to unconditional provided that their results are received before the deadline. The College is committed to ensuring that offers will be in a clear, easy to understand form and will be consistent with the published entry requirements. The College does not require applicants to return a UCAS Final Reply decision, unless they are choosing NOT to take up their place here.
- vi. If at Confirmation an applicant does not meet the offer conditions that were made to them, but meets those for a similar course at the College, they will automatically be considered for this. All applicants who are offered an alternative course in this way will receive a specific communication from the College explaining this, which will clearly state what steps they need to take to accept or decline this alternative offer.
- vii. If an applicant does not meet the offer conditions made to them, and cannot be offered an alternative course, an Unsuccessful decision will be sent to UCAS. Applicants will be able to see this decision on UCAS Track.
- viii. Once offered a place the Customer Journey Team will keep in touch with potential students through emails, text, letter and postcard with invitations to College events (e.g. pre-course information sessions, diagnostic assessments and enrolment information).

4.5 **Assessment and Selection – Further Education**

- i. All applicants will be required to attend an interview to assess their eligibility to attend the course of study (this may not be the case for some part-time adult courses less than 120 GLHs). The College may also require references, portfolio of prior work, performance audition or other information in order to assess the applicant's suitability. Following the interview process, applicants will either be rejected or made an offer in writing of a place on the course of study.
- ii. Once offered a place the Customer Journey Team will keep in touch with potential students through emails, text, letter and postcard with invitations to College events (e.g. Summer taster days, diagnostic assessments and enrolment information).
- iii. The College reserves the right to withdraw an offer at any time if additional information affecting the decision becomes available.
- iv. Where an applicant has met the entry criteria for a programme/course at the time of interview and there are sufficient places remaining on the course, an unconditional offer may be made. The unconditional offer is subject to the timely completion of the enrolment process.
- v. Where an applicant has demonstrated at interview that they are unlikely to have met the entry criteria for a programme/course by the enrolment period, an unconditional offer on a lower level course which provides progression on to the original programme/course applied for, may be made, subject to the availability of places.
- vi. Where an applicant has demonstrated at interview that they are likely to have met the entry criteria for a course by the enrolment period and there are sufficient places remaining on the programme/course, a conditional offer may be made. The conditional offer is subject to the achievement of the entry criteria and to the timely completion of the enrolment process. Applicants will be informed, in writing, of the conditions they will have to satisfy before they will be accepted onto the course.

- vii. Where an applicant is likely to meet the entry criteria for a course but there is possibility that there will be a greater number of appropriate applicants for the course than available places, then an offer 'subject to availability' may be made. When this happens The College makes offers based on the date of application. Such an offer means that The College is currently unable to guarantee a place on the course and the applicant is on the waiting list. The waiting list will be prioritised by date of application.
- viii. Where applicants are unsuccessful in their application to attend a course of study the College will aim to provide advice and guidance on alternative courses of study.
- ix. The College reserves the right to reject applicants who meet the entry criteria for a programme/course of study on grounds relating to:
 - limited availability of places on a programme/course of study;
 - previous disciplinary action under the College Disciplinary Procedures;
 - the safe and effective management of the College;
 - the general interests of the wider community of students and staff;
 - inability to immediately meet student support requirements;
 - has previously attended College and not completed without good reason;
 - has outstanding debt with the College;
 - refused permission for the College to take up references;
 - has serious concerns highlighted on a DBS check.

This list is not definitive.

5. Document Verification

- 5.1 **Higher Education:** The College verifies all qualification and fee status documentation (where applicable) throughout the admissions process for applicants who have applied through UCAS and directly to the College. This means that by the point of enrolment all verification has taken place. For higher education applicants, where the College believes that an applicant's documents may be fraudulent, the application will be referred to UCAS's Verification and Fraud unit for further investigation. If documents are confirmed to be fraudulent or plagiarised, UCAS will cancel the application. The College reserves the right to cancel an application or withdraw any offer if it is found that an application contains false, plagiarised or misleading information.

6. Widening Participation and Contextual Data

- 6.1 **Higher Education:** The College is committed to the WP agenda and aims to encourage and support a diverse student population. The College uses the contextual available data for reporting purposes in order to monitor the impact of WP activity, however this data is not used when considering individual applications. Applications to all courses are assessed using the standard entry criteria for each course and decisions are based purely on these criteria.

7. Communication with Applicants

7.1 Higher Education

- i. In accordance with the relevant data protection legislation the College will not enter into discussion relating to applications with anyone other than the applicant. If a person other than the applicant wishes to discuss an application, written instruction to do so is required from the applicant or the applicant must be present during the discussion.
- ii. Formal communication with applicants relating to offer levels and conditions will be made through UCAS and in the form of a hard copy offer letter from the College. The College will

endeavour to keep applicants informed about the progress of their application and associated processes such as application for student finance. Communication will be via email, telephone, SMS and letter, and applicants are responsible for ensuring that their contact details are kept up-to-date via UCAS Track.

7.2 Further Education

- i. The College will keep the applicant informed of the status of their offer during the year. In the majority of cases applicants with offers 'subject to availability' will be able to enrol on the course due to other applicants withdrawing or failing to achieve the entry criteria. Where no place becomes available The College will endeavour to find a place on a suitable alternative course.
- ii. In order for the College to provide maximum opportunity for applicants, and to effectively and fairly manage the application process, applicants will be required to respond to communication requesting confirmation that they still intend to take up the offer of a place on a course of study. If an applicant does not positively respond to such a request within the prescribed time scale then the offer may be changed at the discretion of the College.
- iii. All potential students will be informed of joining instructions including dates and times by letter, postcard or appropriate means of enrolment. Students have the opportunity to change their course choice providing they meet the entry criteria and they have a successful interview.
- iv. All course related fees are payable on enrolment or by instalments as agreed with the Enrolment Team. The Customer Journey Team are responsible for ensuring that applicants are aware of the financial support available and are sent relevant information prior to the start of their course.
- v. Initial Advice and Guidance Advisors and Additional Support Advisors will be available during enrolment to help and advise potential learners with any queries.

8. Applicants with Disabilities and Other Specific Groups

8.1 Higher Education and Further Education

- i. The College encourages applicants with a disability or long term health condition to disclose information about their condition as early as possible in the application process to ensure that necessary support arrangements can be put in place during the admissions process and before they arrive at the College. The College is unable to accept responsibility for any delays in providing student support and reasonable adjustment if an applicant does not disclose this information at the point of application. In some instances, students may be advised that they are unable to participate on their programme if they have not disclosed and if the College is at the point at which consideration for adjustment is not practicable.
- ii. Applications from students disclosing a disability or long term health condition are assessed using the standard entry criteria for the applicant's chosen course and decisions are based purely on these criteria. All applicants will have access to the College's learning support arrangements should they require it during or following the application procedure. Individually tailored support can be arranged for open days and interview days where prior notice is received. All students are eligible to receive some form of support after disclosure, although there may be instances when a charge is made for support. The College learning support team are happy to provide advice and guidance to all prospective applicants prior to them submitting their application.
- iii. There may be exceptional circumstances where an individual may be unable to undertake a course due to a physical, mental or learning disability. However, these will be assessed on an individual basis and, where possible, all reasonable adjustments will be made by the College.
- iv. The College is committed to supporting groups of students from a diverse range of backgrounds through the application process and in their transition to Further and Higher Education. There is specific support in place for Care Leavers, which covers recruitment,

admission, and ongoing support for this group of learners once they are enrolled. This includes specific, individual support for learners and support groups.

- v. The College has comprehensive Safeguarding practice and process in place to ensure that all requirements of relevant legislation are met.

9. Mitigating Circumstances

9.1 Higher Education

- i. The College recognises that some applicants may have faced individual circumstances that have impacted on their ability to complete qualifications to the standard normally required by the College. These mitigating circumstances may include the absence of a subject teacher for a significant period of time, medical issues or serious personal/family issues that have had a serious and demonstrable impact on an applicant's ability to complete qualifications or achieve the grades of which they are academically capable.
- ii. The College will assess all applications on an individual basis and where evidence of the impact of these circumstances is provided in the academic reference or in a separate letter from a teacher, careers adviser, medical practitioner or other relevant professional, this may be taken into account as part of the decision making process. It must be evident that the student is capable of completing their chosen course and the College's decision in these cases remains final.

9.2 Further Education

- i. The responsible Learning and Skills Manager or their nominated deputy, can authorise entry onto a programme/course of study if an applicant has not fulfilled all the entry criteria for a programme/course of study.
- ii. The criteria for mitigating circumstances are determined by either the awarding body or by the College where there are no criteria identified by the awarding body
- iii. In this case applicants will be interviewed by the Learning and Skills Manager or their nominated deputy, who will determine the application of mitigating circumstances criteria to the ability, circumstances and experience of the applicant. Applicants seeking entry will be expected to demonstrate that they have a commitment to succeed. They will be required to participate fully in any additional learning support which is considered necessary to achieve the qualification.
- iv. Where an applicant has previously been excluded from the College, the application must be referred to the Vice Principal. In addition the student must provide written references from an employer or the head of any institution with which the student has enrolled in the interim period and from the parent or guardian, or a person of sound professional standing. Documentation must be provided to the Vice Principal before a decision on entry will be made.

10. Criminal Convictions

10.1 Higher Education and Further Education

- i. Applicants should declare any unspent and relevant criminal convictions at the point of application to the College. This is to ensure that the College can undertake the required risk analysis to protect the College community. Whilst the College would not seek further to penalise an ex-offender or any other applicant, the College has a duty of care to staff and students to undertake such investigation, prior to the admittance of students. Under UCAS regulations the responsibility to disclose a relevant unspent conviction rests with the applicant. Certain courses within the College require a DBS check to be carried out and a decision to be made based on the criminal record as to suitability to be on the course. If an applicant is

deemed to be unsuitable the College can reject their offer and this decision is final. For these courses applicants must declare *any convictions, cautions, reprimands or final warnings that are not "protected" as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013) by SI 2013 1198*. Please ensure you read the Rehabilitation of Offenders Act, as the following link:

http://www.legislation.gov.uk/ukxi/2013/1198/pdfs/ukxi_20131198_en.pdf

- ii. Applicants should also refer to the filtering guidelines to determine if they need to declare as follows: <https://www.gov.uk/government/news/disclosure-and-barring-service-filtering>

**Please note the College is not in a position to advise what you should/should not disclose in detail. Applicants who do not declare a criminal conviction and are admitted without the required investigation procedure may have their enrolment rescinded and/or be subject to College disciplinary procedures. This decision is final.*

11. Previously Excluded Students

11.1 Higher Education and Further Education

- i. Where an applicant has previously been excluded from the College, the application must be referred to the Vice Principal.
- ii. The student must provide written references from an employer or the head of any institution with which the student has enrolled in the interim period and from the parent or guardian, or a person of sound professional standing. These must be provided to the Vice Principal before a decision confirming admission can be made.

12. Similarity Detection Fraud

12.1 Higher Education

- i. As part of the UCAS application process all personal statements are passed through similarity detection software to check for similarities to statements submitted by other applicants or statements available online or in other guidance material. UCAS will notify both the College and the applicant if there are reasonable grounds to suspect plagiarism. The College takes plagiarism extremely seriously and may request a replacement personal statement from applicants whose original statement is flagged in this way. Applicants who fail to provide a satisfactory replacement statement by the given deadline will be sent an unsuccessful decision via UCAS Track.
- ii. The College abides by UCAS rules and procedures concerning fraudulent applications. Should an applicant falsely declare their qualifications or any other part of their application when they apply, including the omission of information relating to qualifications studied (whether or not these were completed) or using fraudulent certificates or evidence the College reserves the right to cancel or withdraw any offer made on the basis of this application. If a student has enrolled before this false declaration is discovered the College reserves the right to terminate the student's studies at the College. If the student has completed the course before the false declaration is discovered the College has the right to revoke the award and notify the appropriate bodies.

13. Fee Payment

- 13.1 **Higher Education:** applicants are required to give information about their nationality and residential status as part of their UCAS application. The College will use this information to decide whether

applicants should pay Home, Islands or Overseas tuition fees. If the College considers an applicant's fee status to be unclear from the information provided, a fee status questionnaire will be sent to the applicant via email. Applicants who fail to complete and return the questionnaire together with all the supporting documentation required by the given deadline will be sent an unsuccessful decision via UCAS Track. All fee status classification decisions will be made in line with Home Office guidance.

- 13.2 **Further Education:** information concerning fee payment and eligibility for fee remission and/or bursary support can be found on the College website at www.nwslc.ac.uk or from the Customer Journey Team.

14. Deferred Entry

14.1 Higher Education

- i. The College welcomes applications from students wishing to gain experience of work, volunteering or travel prior to the commencement of their studies. Where possible these applicants should use the UCAS or College application form to indicate that they wish to defer entry to the following year. Applicants who decide to take a gap year after submitting their application should contact the College as soon as possible to request a deferral of their place. The College will make every effort to accommodate requests for a deferral.
- ii. Applicants who have applied for deferred entry and subsequently wish to cancel this request should contact the College as soon as possible. The College will re-consider all such applications, although it may not always be possible to amend an applicant's year of entry if all the places on a particular course have been filled.
- iii. In accordance with UCAS and College regulations all applicants for deferred entry must prove that they have met the conditions of any offer made to them by 31st August in the year in which they have applied to College. Any applicants who are unable to do this will be required to make a new application in the following admissions year and the College will consider this new application independently using the criteria for the new admissions year.

15. Changes to Courses

15.1 Higher Education and Further Education

- i. The College endeavours to inform applicants at the earliest opportunity of any significant changes to the content or format of a course that are made between application and enrolment.
- ii. The College aims to provide all the courses that are advertised in the prospectus, on the College website and on the UCAS website when applicable. However, if it becomes necessary to withdraw a course, the College will inform applicants to the course at the earliest opportunity and will give applicants the chance to be considered for an alternative course where possible. Where it is not possible to offer an alternative, or where an applicant does not wish to be considered for an alternative course at the College, applicants are able to request a substitute choice through UCAS or the College. The College will support the applicant in this process and provide the appropriate direction in order to achieve this.

16. Feedback to Unsuccessful Applicants

- 16.1 **Higher Education and Further Education:** the College will provide feedback on request to applicants who have not been offered a place. If an applicant is not eligible for a place on their chosen course, but meets the entry criteria for a similar one, they will automatically be considered for this. All applicants who are offered an alternative course in this way will receive a specific communication from the College explaining this. Applicants who have received an unsuccessful decision are able to

request feedback at any time during the admissions year in which they are applying; however the College encourages applicants to request this feedback as soon as possible as it may help with any future applications that the applicant wishes to submit. All feedback will be given in writing via email. Due to Data Protection constraints, feedback requests can only be accepted from the applicant or their nominated individual.

17. Appeals

17.1 Higher Education

- i. Applicants have the right to make a formal appeal against an unsuccessful decision. Applicants should have received feedback from the College before submitting an appeal. Appeals must be based on one of the following criteria:
- ii. The applicant believes that they have received discriminatory treatment compared to other applicants for the same course with the same entry prerequisites.
- iii. The applicant believes that the College has not adhered to its own stated procedures for the processing of UCAS applications.
- iv. The applicant has additional information to provide to the College which was unavailable at the point of application. (If this information was available at the point of application but was not included on the UCAS application form, this will not be accepted as sufficient grounds for appeal. If additional information is provided at a time when the course applied for is already full, the College is under no obligation to re-consider the application.)
- v. Applicants have no right of appeal on academic grounds and there is no right of appeal against the professional judgement of those making a decision on an application. Any appeals that are not based on one of the specific criteria listed above will be automatically unsuccessful.
- vi. Appeals must be made in writing through the College website and as described within the Complaints Policy available on the College website. An appeal should be submitted within 10 working days of the College's decision being sent to the applicant via UCAS Track, or by email to those making direct applications to the College.

17.2 Further Education

- i. Where an application to attend a programme/course of study has been rejected for any reason, the applicant may appeal in writing.
- ii. Grounds for appeal are either where the applicant:
 - disagrees with a decision made in accordance with the Admissions Policy; or
 - believes the Admissions Policy has not been applied correctly in the processing of their application.
- iii. All appeals will be assessed by the Learning and Skills Manager responsible for the delivery of the programme/course, in consultation with the Director of Learning and Skills and the decision reported to the Vice Principal.
- iv. Where the Learning and Skills Manager is unable to assess the appeal for any reason, including involvement in the original decision, the Vice Principal may either assess the appeal in conjunction with the Director of Learning and Skills or appoint another person to do so.
- v. Appeals will only be upheld in circumstances where additional information which was not known at the time of the rejection is now available, or in circumstances where the Admissions Policy was not applied, and the incorrect application of the Policy led to the rejection of the application.
- vi. Appellants will be notified in writing within 3 working days of receipt of their appeal and notified of the decision of the appeal in 21 working days. The appellant may be required to provide additional information in order to assess the merits of the appeal.

18. Complaints

18.1 Higher Education and Further Education

- i. Applicants have the right to make a complaint if they are dissatisfied with the service they have received from the College or if they feel that there have been serious procedural errors in the processing of their application. The College has a formal Complaints Policy available at <https://www.nwslc.ac.uk/corporation-documents/policies/>
- ii. A complaint must be submitted within the timescale described within the Policy.

19. Monitoring and Review

- 19.1 This Policy is the responsibility of the Deputy Principal. It is regularly reviewed and updated on a three yearly basis to ensure that it continues to support the mission and strategic objectives of the College whilst following external guidelines on best practice. It is also their responsibility to ensure that it remains valid in light of any changes to Government Policy and UCAS regulations and procedures.