

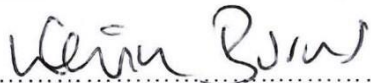


Quality System

Procedure Number

BAC-HE-01

Procedure Title

Higher Education Admissions Appeals Procedure

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1.0 Purpose

- 1.1 In order to safeguard the interests of prospective students, Bishop Auckland College has established a Higher Education Admissions Appeals Procedure. This procedure identifies how the College aims to investigate and resolve appeals for unsuccessful admission applications for HE programmes, in an equitable and timely manner.

2.0 Scope

- 2.1 This procedure applies to admission appeals for students who have applied and been subsequently refused admission to Higher Education programmes of study at Bishop Auckland College.
- 2.2 An appeal against a decision may only be submitted on the following grounds:
- 2.2.1 That there was a material and/or procedural irregularity in the decision-making process ('procedural irregularity' in this context means non-adherence to the College's HE Admissions Policy or any procedures that are specific to the course applied for and would be identified in the course material, which may include procedures relating to the Disclosure and Barring Service [DBS]).
- 2.2.2 That there is evidence of unjustified discrimination or bias against the applicant.
- 2.3 The following do not constitute grounds for an Admissions Appeals:
- 2.3.1 Academic or professional judgement about the applicant's suitability for entry to a particular programme.
- 2.3.2 Appeals arising from internal transfers from one College programme to another. These should be dealt with under the College's Customer Complaints Procedure (ref: BAC-Q-05). This can be found here: [BAC/Q/05 2 \(bacoll.ac.uk\)](https://bacoll.ac.uk/BAC/Q/05_2)
- 2.3.3 All proceedings in relation to an academic appeal (including meetings and documentation) will be treated in a highly confidential manner.

3.0 References

- 3.1 Q-QR-01 Quality Record Schedule

4.0 Definitions

- 4.1 Head of Admissions: Head of Admissions & Marketing

5.0 Guiding Principles for the Procedure

- 5.1 The term 'appeal' in this procedure is a request for reconsideration of an admission decision in the context of the College's HE Admissions Policy or of course-specific admissions arrangements. The procedure will be followed if an applicant believes that they have legitimate ground(s) to be dissatisfied with the process followed or by the actions of a staff member, during the application or admissions process.

Responsibility

- 5.2 The outcome of a successful appeal will normally be a reconsideration of an applicant's application with a view to either changing or upholding the original decision.
- 5.3 In exceptional circumstances, the applicant may wish to nominate a third party to deal with an appeal on their behalf. Written authority for such delegation must be received from the applicant.
- 5.4 Processes shall normally be completed according to the timescales indicated in this procedure. If, for any reason, these timescales cannot be met, the applicant shall be kept informed of progress.
- 5.5 For the purposes of this procedure, written communication with an applicant may be in paper or electronic format.
- 5.6 Any investigation undertaken as part of the formal stages of this procedure will be conducted by staff who have had no prior knowledge of the applicant or the case.
- 5.7 The remit of the Office of the Independent Adjudicator for Higher Education (OIA) does not apply to applicants. Therefore, there is no recourse to the OIA following this process.
- 5.8 Use of this procedure will not prejudice any opinion of the applicant or be used to adversely affect any later dealings with the applicant.

6.0 Informal Process

- 6.1 It is recommended that, before pursuing a formal HE Admissions Appeal through this procedure, applicants should obtain feedback, if this has not already been supplied. Applicants should contact the Head of School responsible for the programme to which the applicant has applied. Please contact our Admissions Team on enrolment@bacoll.ac.uk to ascertain this information. Applicant
- 6.2 Applicants and Heads of School are expected to attempt to resolve the appeal informally. The informal process must be commenced by the Applicant within **10 working days** of the date of formal notification of the admission decision. Applicant/Head of School
- 6.3 The Informal Stage does not negate an applicant's right to submit a formal HE Admissions Appeal Application Form (ref: HE-AA-02) and any application must be submitted in accordance with the procedures outlined in clause 7.1.1. However, if an applicant submits a HE Admissions Appeal Application Form late, due to a delay in resolving their issues informally, then the application will still be considered, subject to confirmation from the Head of Admissions that the delay was due to undertaking the informal process. If the Head of Admissions is unable to confirm that an informal process has taken place, then an applicant's HE Admissions Appeal Application Form will be considered in accordance with clause 7.1.6. Head of Admissions

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		Responsibility
7.0	Formal Process	
7.1.1	Applicants may only make one formal appeal application in respect of any one HE admission decision. The appeal application must relate to one, or both, of the grounds as cited in clauses 2.2.1 and 2.2.2.	Applicant
7.1.2	<p>Applicants wishing to appeal against an admissions decision must initiate the appeals process by submitting a formal appeal on an HE Admissions Appeal Application Form (ref: HE-AA-02). This can be found here: https://bacoll.ac.uk/HE. Should an applicant require any assistance in completing this form, please contact our Admissions team on enrolment@bacoll.ac.uk where support will be provided. The completed appeal application form must be received by the Head of Admissions within 5 working days from receipt of notification that their application has been unsuccessful by emailing enrolment@bacoll.ac.uk (see clause 6.3 for any applications made under the informal stage).</p> <p>Note: only in exceptional circumstances will a HE Admissions Appeal Application Form be accepted after this date. If an Application Form is submitted after the 5 working days, the applicant must enclose, with their Application Form, a written explanation for the late submission.</p>	Applicant
7.1.3	<p>The applicant must complete all sections of the Admissions Appeal Application Form (ref: HE-AA-02) as fully as possible, following the guidelines used with the form. Comments in support of the application should be confined to matters directly related to the grounds for the application. The application must be supported by documentary evidence clearly referenced to the relevant ground(s). This can be found here: https://bacoll.ac.uk/HE</p> <p>Note: Applicants are advised to retain a copy of their documentation and HE Admissions Appeal Application Form. Documents supplied as part of the application process will not normally be returned. Where photocopies of documents are submitted, the applicant may be required to provide the Head of Admissions with sight of the original documents in order to verify their authenticity or, in exceptional cases, ask for their authenticity to be notarised by a public notary.</p>	Applicant
7.1.4	Receipt of the Admissions Appeal Application Form (ref: HE-AA-02) will be acknowledged by the Head of Admissions, within 3 working days .	Head of Admissions
7.1.5	The Head of Admissions, on receipt of an HE Admissions Appeal Application Form (ref: HE-AA-02), will have the right to request further clarification and/or information from the applicant prior to processing the appeal.	Head of Admissions
7.1.6	Incomplete applications, applications that do not meet the criteria or late applications will normally be rejected. The decision of whether, exceptionally, to accept incomplete applications, applications that do not meet the criteria or late application forms will be at the discretion of the Head of Admissions and their decision is not subject to further appeal.	Head of Admissions

Higher Education Admissions Appeals Procedure

		Responsibility
7.2	Consideration by Admission Appeal Panel	
7.2.1	The Head of Admissions and the Head of School (with responsibility for the programme which the applicant has applied for), will convene an Admission Appeal Panel, in relation to the matters identified in the applicant's HE Admissions Appeal Application Form (ref: HE-AA-02) and supporting documentation (if any), within 5 working days of confirming receipt of the HE Admissions Appeal Application form.	Head of Admissions/ Head of School
7.2.2	The Admission Appeal Panel may invite the tutor(s) who conducted the admissions interview, to the appeal panel meeting in order to ascertain any further information needed. The Head of Admissions and the Head of School will formulate a conclusion by the end of the panel as to whether or not the applicant's appeal should be upheld.	Head of Admissions/ Head of School
7.2.3	At the conclusion of the admission appeal panel, the Head of Admissions should provide the applicant with a written response within 2 working days of the panel meeting. The response will either explain: a) That there are grounds for reconsideration of their initial HE programme application to study at the College; or b) Why there are no grounds to overturn the previously communicated admission decision. Note: The written response should inform the applicant that if they remain dissatisfied with the response, the applicant has the right to refer the matter to Stage 2 of the Admission Appeals Procedure.	Head of Admissions
7.2.4	If the applicant is dissatisfied with the outcome of the Admissions Appeal Panel, the applicant can, within 5 working days of receipt of the outcome of the appeal panel, make a complaint in accordance with the Customer Complaints Procedure (BAC-Q-05). This can be found here: https://bacoll.ac.uk/HE	Applicant
8.0	Records	
8.1	The Head of Admissions is responsible for the coordination of assessments and for maintaining the documented records associated with this procedure. S/he will determine the records to be held, their location, retention period and dispersion using the Quality Record Schedule (ref: 3.1 as a guide).	Head of Admissions
9.0	Documentation	
9.1	HE-AA-02 HE Admission Appeal Application Form	

Higher Education Admissions Appeals Procedure



10.0 Quality Records Schedule

Identification of Record	Medium	Storage Location/ Protection	Retention Period	Access Rights/ Retrieval	Method of Disposal
HE-AA-02 – Admissions Appeal Application Form					
Admission Appeal documentation					