

Approval Date & Version: July 2019, Ver.1.6
Approved by: Academic Board (AB)
Next Review Date: January 2020

External Reference Points:

External Source	Reference Points
UKQC- Core Practices	<ul style="list-style-type: none"> The provider has a reliable, fair and inclusive admissions system. The provider has fair and transparent procedures for handling complaints and appeals which are accessible to all students.
UKQC- Advice and Guidance	<ul style="list-style-type: none"> Admissions, Recruitment and Widening Access
Awarding Body Reference	<ul style="list-style-type: none"> Programme Specifications London Met Academic Regulations London Met Quality Manual Pearson BTEC Recognition of Prior Learning Policy
Other reference Points	<ul style="list-style-type: none"> NCL Quality Assurance Manuals Student Handbooks/ Course Handbooks Access and Participation Plan
	<ul style="list-style-type: none"> Recruitment, Selection and Admissions Policy Equality and Diversity Policy Policy on Recognition of prior Learning & Exemption Student Complaints Policy and Procedures

1. Aims of the Policy:

1.1. The aim of the policy is to ensure that fairness and reliability are the embedded principles within admissions, recruitment and selection processes

2. Policy:

2.1. The policy enables the College to have clearly articulated and transparent processes for handling complaints of prospective students.

3. Procedures and Process:

3.1. Any applicant who wishes to obtain feedback regarding the decision made in respect of his or her application for admission should contact the Head of Academic Services for all programmes/courses.

3.2. The College will accept an appeal against an admission decision only in circumstances where an applicant alleges and can provide evidence that prejudice or bias has influenced an outcome, or where it is alleged that procedural irregularities may have occurred during the admissions process. An appeal relating to academic judgment will not be entertained.

3.3. Applicants seeking to make an appeal must do it in writing within ten working days of

receiving confirmation of the application decision.

3.4. Appeals should be addressed to the Head of Programme Delivery, with accompanying evidence supporting the grounds of the appeal, in order that the case may be systematically reviewed. The relevant circumstances will then be investigated in full. An appeal hearing may be arranged if necessary. This will normally take place within ten working days of receiving the appeal.

3.5. Should a mutually acceptable resolution not be reached through this process, the applicant can request for a final review of appeal by the Principal of the College, who will normally within ten working days issue a formal written judgement to the applicant.

4. Monitoring and Evaluation:

4.1. Some common sources of monitoring and evaluation include analysis of number of appeals against admissions decisions and student feedback.