



Policy & Procedures for Appeals Against Admission Decisions

Responsible Officer: Admissions and Threshold Services Manager

Date: May 2007

Review Date: May 2008

Policy Statement

1. It is the policy of Milton Keynes College to develop and maintain recruitment procedures that are fair, reliable and open to scrutiny.
2. A rigorous system of recruitment is operated to ensure that prospective students are provided with information, advice and guidance and offered places appropriate to the student's needs, aspirations and abilities. It is recognised, however, that there could be exceptional circumstances where individuals may wish to appeal against those decisions relating to course offers or other matters relating to the recruitment process.

Scope of Policy and Procedure

1. Any prospective student, who believes that they have not been fairly treated with regard to the recruitment process, shall have the right to appeal.
2. In the first instance any concerns should be discussed with the relevant Recruitment Advisor, Customer Services Manager or Team Leader. While it is recognised that in some cases appeals can be resolved informally, the formal appeals procedure is available to support prospective students in their appeals.

Grounds for Appeal

1. A student may appeal against a decision relating to a course offer or other factors relating to the admissions process if he/she believes that the decision is unfair or unreasonable. Normally an appeal can be made on any one of the following grounds:
 - The recruitment process was not conducted in accordance with Milton Keynes College policies and procedures.
 - There was unfairness or impropriety on the part of College staff.
 - For part time courses entry criteria and guidelines set by course teams have not been followed
 - For full time programmes the decision has not taken into consideration all of the following: initial assessment, qualifications, experience, performance at taster (and reference where applicable).

Appeals Procedure

Stage	Individual action	College Action	Timescale
1. Informal	Individual to discuss with the member of staff concerned	Member of staff to discuss and seek to resolve	3 working days
2. Formal	Individual appeals to Interview Team Leader & Section Manager	Interview Team Leader to review the query and seek to resolve	5 working days
3. Formal	Individual appeals in writing to the Customer Services Manager	Recruitment decision investigated by the Customer Services Manager (information obtained from the relevant staff) and brief report written. The final decision will be made by a panel comprising of a Director of Curriculum, Director of Learner Services or designated Manager from Learner Services team and a Section Manager	5 working days

This policy cross references with the following documents:

- Policy & Procedure for Admissions
- Conditional Entry Policy
- Admissions Policy & Procedures for Applicants with Unspent Criminal Convictions
- Re-entry of Excluded students Policy
- The Complaints Policy
- The Equal Opportunities Policy
- The Milton Keynes College Student Charter