

UNIVERSITY OF CUMBRIA

Admissions POLICY and PROCEDURE for applicants to request a review of an admissions decision

Student and Academic Administration Service

NB. This policy is available on the University of Cumbria website and it should be noted that any printed copies are uncontrolled and cannot be guaranteed to constitute the current version of the policy.

POLICY SCHEDULE	
Policy title	Admissions Procedure for applicants to request a review of an admissions decision
Policy owner	Head of Student and Academic Administration Service
Policy lead contact	Sharon Blaylock – Admissions Manager
Approving body	Academic Board
Date of approval	24 th April 2018
Date of implementation	24 th April 2018
Version no.	1
Related Guidelines, Procedures, Codes of Practice etc.	Admissions Policy and Procedures 2015, Equality Act 2010, SPA Good practice statement on Applicant complaints and appeals, January 2012 , QAA Quality Code Chapter B2 Recruitment, selection and admission to HE section 3
Review interval	Bi-ennial April 2020

**UNIVERSITY OF CUMBRIA
POLICY DOCUMENT CONTROL SCHEDULE**

REVIEW SCHEDULE				
Review No	Due date	Reviewed by	Approved by	Completion date
1	October 2014	Alison Bolton	AQSC	March 2015
2			Academic Board	April 2015
3	April 2018	Sharon Blaylock	Academic Board	April 2018
4	October 2020	Sharon Blaylock	ASPC	November 2020

DRAFTING SCHEDULE	
Draft no.	Date
<i>Eg. 0.1</i>	
<i>0.2</i>	
Final Version	
<i>1.0</i>	

Contents

Student Admissions - Policy and Procedure for Applicants to request reconsideration of an admissions decision.....	3
Policy to request reconsideration of an admissions decision	3
1. Rationale.....	3
2. Scope	3
3. Roles and responsibilities	3
4. Grounds under which a request for reconsideration of an admissions decision may be made	4
4.1 Circumstances under which an admissions decision may be reconsidered:.....	4
4.2 Grounds for making a request for review of an admissions decision.....	4
4.3 How to request reconsideration of an admissions decision.....	4
Timescales for review	5
5. Collaborative provision.....	6
6. Storage of information relating to requests for an admissions review.....	6
7. Monitoring of requests for reconsideration of an admissions decision.....	6

University of Cumbria

Student Admissions - Policy and Procedure for Applicants to request reconsideration of an admissions decision

The University is dedicated to operating a fair and consistent admissions process that safeguards the interests of the applicant's. Where disputes arise it is anticipated that most of these can be successfully resolved informally by discussion with the relevant Admissions Team. Where this is not possible, more formal procedures can be taken through this Policy. Applicants can be assured that formal submission of a request for review of an admissions decision will not prejudice any opinion of the applicant, or be used to adversely affect any later dealings with the applicant including any future applications.

Policy to request reconsideration of an admissions decision

1. Rationale

This policy exists

- to protect the interests of applicants
- to ensure procedural parity between all applicants
- to enable staff to effectively manage a request for reconsideration of an admissions decision
- to provide grounds under which a request for reconsideration can be made.

2. Scope

2.1 This policy and procedures apply to all applicants of the University applying for a University of Cumbria credit bearing module/award and the staff administering them. All necessary information for applicants and University staff relating to this policy is contained within this document.

2.2 A request for a review of an admissions decision should be made by the applicant themselves. A request for review by a third party will not normally be considered unless the University has received written and signed authorisation from the applicant that the third party acts on their behalf. Unless the applicant is under 18 years of age in which case a parent or legal guardian may act as a representative.

2.3 All written correspondence should always include the applicant's full details including; name, address, contact details and UCAS/UCAS TT or other application reference number where applicable.

3. Roles and responsibilities

Applicants are expected to familiarise themselves with this section of the Policy before using the Procedure and staff are asked to refer applicants to the Policy where appropriate.

These staff roles have the following responsibilities within the Procedure:

- Admissions Administrators and Officers
 - to deal with verbal complaints and queries
- Admissions Manager
 - To initially assess the validity of a request for reconsideration of an admissions decision, and if valid then
 - to investigate the written request for review of an admissions decision at Stage I
 - to make a decision, with appropriate input from the relevant admissions tutor(s), on appeals at Stage I

- Head of Student and Academic Administration Service (SAAS)
 - to initially assess the validity of a request for reconsideration of an admissions decision at Stage II and if valid then,
 - to investigate the request for reconsideration of an admissions decision at Stage II.

Applicants will not be disadvantaged in any way because they have used these procedures. Applicants are expected to treat all members of University staff with respect. Applicants who abuse, threaten or mistreat members of staff either verbally, in writing or physically will not be tolerated and will be subject to the policy on staff safety (Health Safety and Wellbeing responsibilities policy) and will have their request for reconsideration of an admissions decision automatically rejected.

4. Grounds under which a request for reconsideration of an admissions decision may be made

4.1 Circumstances under which an admissions decision may be reconsidered:

- An applicant wishes the admissions decision not to interview to be reconsidered.
- An applicant wishes the admissions decision to reject the application to be reconsidered.
- An applicant wishes to have the wording/terms and conditions of an offer reconsidered.
- An applicant wishes the decision to reject on exam results to be reconsidered
- An applicant believes the actions and/or conduct of a member of staff has resulted in a procedural error, irregularity or maladministration within the admissions process.

4.2 Grounds for making a request for review of an admissions decision

This Procedure may only be used where there are grounds for doing so and may not be used simply because a candidate has been unsuccessful with his or her application at any of the stages of the admissions process. A request for review of an admissions decision may be made on one of the following grounds:

- There is evidence that admissions procedures were not followed correctly
- There is new evidence to support the application and/or review which has come to light, and has valid reasons for not previously stating it. If no good reason is given as to why this information was not previously available, then it will not be considered
- Where the applicant believes there may have been bias or unfair treatment by the University during the application process.

There is no provision for requesting reconsideration of the appropriately exercised academic or professional judgement of those making the decision on applications.

The decision of the Head of SAAS, on completion of the internal procedure is final.

4.3 How to request reconsideration of an admissions decision

Initial contact

Applicants who are dissatisfied with an admissions decision may submit a request for reconsideration in writing to the Admissions Manager. This request should be submitted on the Applicant request for review of an admissions decision form.

All relevant information should be submitted at this time. It is not possible to consider information which is submitted at a later point in the review process without good reason. A request for review must be sent within 10 working days of the original dispatch of information about an interview, offer or rejection decision.

Verbal discussions regarding the details of the appeal will not be entered into.

Stage I

Receipt of the request for reconsideration of an admissions decision will be assessed by the Admissions Manager against the grounds on which the request is based to determine whether they are valid and where appropriate will consult with other relevant University staff. An acknowledgement of the eligibility assessment outcome will be sent within 10 working days.

If following the eligibility assessment is found that there are no valid grounds for a review to take place, the request will not be progressed any further and the applicant will be informed of this in writing.

If the grounds stated are assessed as valid, a formal response will be issued by letter normally within 20 working days of receipt of the review request. This response will have one of the following outcomes:

- The decision will remain unchanged following the review, a rationale for the decision will be supplied.
- The decision will be amended, a rationale for the amendment of the admissions decision will be supplied.

Stage II

The Applicant may, in the event they can offer evidence that the University has failed to follow Stage I of the procedure as stated in this document, may write to the Head of SAAS within 10 working days of dispatch of the formal response to request a review of the decision at Stage I of the procedure.

The Head of SAAS will assess the validity of any request for consideration at stage II of the process. The Head of SAAS will respond by letter to inform the applicant whether the appeal was successful or not. The decision at this stage is final and therefore any applicant who has had consideration of their request at Stage II will be deemed to have exhausted the procedures.

The time scales for the review process are stated below. Applicants are requested not to contact the University within these time periods and are advised that no additional correspondence either by telephone, email or letter or any other medium will be entered into.

Timescales for review

We would normally aim to comply with the timescales below but in exceptional circumstances this may not be possible. In this event the applicant will be notified of any amendment to the timescale.

Stage I Initial Assessment	- 10 working days from receipt of request
Stage I outcome	- 20 working days from receipt of request
Stage II outcome	- 10 working days from receipt of request

5. Collaborative provision

Where a request for reconsideration of an admissions decision is identified the collaborative partner will be responsible for managing the process and will be responsible for carrying out their own procedures.

6. Storage of information relating to requests for an admissions review

By signing your letter of Appeal or Complaint, you agree that the University can process information it contains for all the purposes relating to the Appeal and Complaints procedure for applicants and to your application to the University. Information will be stored and processed in accordance with the University's registration under the Data Protection Act 2018 (General Data Protection Regulation (GDPR)). It may be disclosed to members of the University who have a need to see it and will be stored as part of your application to the University.

7. Monitoring of requests for reconsideration of an admissions decision

The University regularly monitors the numbers and outcomes of such requests and reports this to Academic Board with a view to improving customer service. Monitoring reports will not contain any personally identifiable information.

8. Contact details:

Admissions Manager
University of Cumbria
Bowerham Road
Lancaster
LA1 3JD

Undergraduate and HLA Student Admissions
University of Cumbria
Fusehill Street
Carlisle
CA1 2HH
Email: ugadmissions@cumbria.ac.uk

Postgraduate and CPD Student Admissions
University of Cumbria
Bowerham Road
Lancaster
LA1 3JD
Email: pgadmissions@cumbria.ac.uk

Director, Student & Academic Administration Service
October 2020

Applicant request for review of admissions decision Form

Use this form to explain the details of your review request. Your request should be submitted to the Admissions Team (uoadmissions@cumbria.ac.uk) no later than 3 months after your concerns first arose. Your request will be assessed for eligibility (Procedure Section 4) and you will be updated with the outcome of that assessment.

You must provide evidence to support your request and you should include the evidence when you submit this form. We may not be able to accept additional information at a later time.

If you have any technical problems with this form, either contact uoadmissions@cumbria.ac.uk, or list information as a text file in Word or in the body of an email.

Your Name		Applicant ID Number	
Year of entry		Programme Title	
Contacting you. We will use your personal email address unless otherwise specified.			
Complaint relates to: Delete those that do not apply	<ul style="list-style-type: none"> - Admissions decision not to interview to be reconsidered. - Admissions decision to reject the application to be reconsidered. - Applicant wishes to have the wording/terms and conditions of an offer reconsidered. - Applicant wishes the decision to reject on exam results to be reconsidered - Applicant believes the actions and/or conduct of a member of staff has resulted in a procedural error, irregularity or maladministration within the admissions process. 		Other, please state:
Do you have a disability or specific learning difficulty you would like us to be aware of when considering your review?	Yes / No If yes, please give details of adjustments that will assist you during the review procedure.		
Have you already attempted to resolve your concerns? If yes, include details below.			Yes / No
Details of informal steps if applicable:			
Details about your review request; NB: You must include all information with this form. Explain your concern, when they happened, how they have impacted on you. List any documents included to support your request for review, if applicable.			
What are the outcomes you would like to be considered? (Requested remedy will be considered where all or part of the request for review is upheld, but is not guaranteed).			
Signed (Applicant)		Date:	
Send your completed form to uoadmissions@cumbria.ac.uk			

Useful website

<https://www.cumbria.ac.uk/applicants/offers/policies-and-procedures>

If you require an alternative format of this form, please contact uoadmissions@cumbria.ac.uk