

Open



Request for Review of an Admissions Decision – Policy and Procedure

Academic Registry

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	Request for Review of an Admissions Decision – Policy and Procedure
Policy owner	Academic Registrar
Policy lead contact	Head of Admissions
Approving body	Academic Board
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Review interval	Biannual April 2020

UNIVERSITY OF CUMBRIA POLICY DOCUMENT CONTROL SCHEDULE

REVIEW SCHEDULE				
Review No	Due date	Reviewed by	Approved by	Completion date
3	April 2018	Admissions Manager	Academic Board	April 2018
4	October 2020	Admissions Manager	ASPC	November 2020
5	November 2022	Admissions Manager	Academic Board	March 2023

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University of Cumbria

Student Admissions

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

1. Introduction

- 1.1. The University is dedicated to operating a fair and consistent admissions process that safeguards the interests of the applicants. Where there are concerns about admissions decisions, 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.
- 1.2. Applicants can be assured that formal submission of a request for review of an admissions decision will not prejudice any opinion of the applicant, nor be used to adversely affect any later dealings with the applicant including any future applications.

2. Purpose

- 2.1. This policy sets out the process and procedure for applicants to ask for an admissions decision to be reconsidered. The policy seeks to:
 - 2.1.1. Make clear the grounds under which a request can be made.
 - 2.1.2. Protect the interests of applicants.
 - 2.1.3. Ensure procedural parity between all applicants.
 - 2.1.4. Enable staff to effectively manage a request for an admissions decision to be reconsidered.

3. Scope

- 3.1. This policy and procedure applies to all applicants of the University applying for a University of Cumbria credit bearing module/award. All necessary information for applicants and University staff relating to this policy is contained within this document.
- 3.2. 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.
- 3.3. All written correspondence should always include the applicant's full details including name, address, contact details and University of Cumbria Student ID number.

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

4.1. The grounds under which an admissions decision may be reconsidered are:

4.1.1. Where through the admissions process the applicant believes there has been material administrative error, regulatory (where applicable) or procedural irregularity which has affected the outcome of their application. This may include:

- a decision not to invite an applicant to interview
- the wording and conditions of an offer
- a decision to reject an application

4.1.2. Where an applicant believes there has been unfair treatment, bias or perception of bias as part of the admissions process.

4.1.3. Where an applicant is dissatisfied with the services delivered by staff involved with Admissions.

4.2. Invalid grounds for making a request for review of an admissions decision are:

4.2.1. Disagreement with an admissions decision made appropriately in line with admissions policy will **not** constitute grounds for review. A request cannot be made simply because a candidate has been unsuccessful with their application at any of the stages of the admissions process.

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

4.2.3. When submitting a request for review relevant supporting evidence should also be supplied at this time. It may not be possible to accept additional information at a later time unless a strong rationale can be provided as to why it was not available at the point the review request was made.

4.2.4. The decision of the Academic Registrar, on completion of the internal procedure is final.

5. Request for a review of an admissions decision

5.1. 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 at the bottom of this document.

5.2. A request for review must be sent within 10 working days of the date of information about an interview, offer or rejection decision.

- 5.3. Applicants with a disability or specific learning difficulties are invited to provide details of any adjustments to be considered during the review procedure.

6. Stage 1: Informal Resolution

- 6.1. Wherever possible an applicant should seek informal resolution regarding any concerns raised through the admissions process. It is anticipated that in most instances any concerns can be resolved successfully via discussion with the relevant Admissions Administrator and/or Officer.

7. Stage 2: Formal

- 7.1. Where, for good reason, it has not been possible to resolve any concerns informally an applicant can submit a formal request for review for reconsideration of an admissions decision that 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 to the applicant within 10 working days.
- 7.2. If, following the eligibility assessment, it 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.
- 7.3. If the grounds stated are assessed as valid, a formal response will be issued by letter normally within 20 working days of receipt of notification that the request is eligible for review. This response will have one of the following outcomes:
 - 7.3.1. The decision will remain unchanged following the review, a rationale for the decision will be supplied.
 - 7.3.2. The decision will be amended, a rationale for the amendment of the admissions decision will be supplied.
 - 7.3.3. Notification of improvements to future service delivery and any other appropriate outcome, where unsatisfactory service delivery has been identified.

8. Stage 3: Review

- 8.1. The applicant may request a review of the stage 2 formal outcome if:
 - 8.1.1. They can supply evidence that the University has failed to follow procedure as stated in stage 2 of the process.

- 8.1.2. They have new additional information that has potential to materially impact on the outcome of stage 2 of the process that for good reason was not presented earlier in the process.
- 8.2. Any applicant who has had a request terminated may make a request for reconsideration of the decision to terminate.
- 8.3. Request for review of the stage 2 formal outcome or termination of a request should be made in writing to the Academic Registrar within 10 working days of dispatch of the formal response to request a review of the relevant decision within the procedure.
- 8.4. The Academic Registrar will assess the validity of any request for consideration at stage 3 of the process. The Academic Registrar will respond by letter to inform the applicant whether the review was successful or not. The decision at this stage is final and therefore any applicant who has had consideration of their request at Stage 3 will be deemed to have exhausted the procedures.
- 8.5. The time scales for the review process are stated below. Applicants are requested to only contact the University within these time periods if necessary and with additional relevant information about their request for review. No other additional correspondence either by telephone, email or letter or any other medium will be entered into during the formal stages of this process.

9. Timescales

- 9.1. The University normally aims 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.

Informal Stage 1: 10 working days from the date any concerns initially raised.

Formal Stage 2 initial assessment: 10 working days from receipt of request.

Formal Stage 2 outcome: 20 working days from receipt of the acknowledgement that the request is eligible.

Review Stage 3 outcome: 10 working days from receipt of request.

10. Roles and responsibilities

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

- 10.2. The staff roles below have the following responsibilities within the Procedure:

- 10.2.1. Admissions Administrators and Officers

- To deal with verbal complaints and queries through informal Stage 1 of this process

10.2.2. Admissions Manager

- To initially assess the eligibility of a request for reconsideration of an admissions decision, and if eligible then:
- To investigate the written request for review of an admissions decision at formal Stage 2
- To make a decision, with appropriate input from the relevant admissions tutor(s), at formal Stage 2 of this process

10.2.3. Academic Registrar

- To initially assess the eligibility of a request for reconsideration of an admissions decision at review Stage 3 and if eligible then,
- To investigate the request for reconsideration of an admissions decision at review Stage 3.
- To make a final decision at review Stage 3 of the process.

10.3. The University reserves the right to terminate consideration of a request for reconsideration of an Admissions decision if any staff member is subject to abusive or threatening behaviour either in person, in writing or verbally or indeed a request may be terminated if it becomes clear that the request is vexatious or frivolous. In such cases the applicant will be notified in writing outlining why the request has been terminated and explaining the right of appeal through stage 3 of this process.

11. Collaborative provision

11.1. 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.

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

12.1. By signing the form requesting review of an admissions decision, the applicant agrees that the University can process information it contains for all the purposes relating to the Review procedure for applicants and to their 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 their application to the University.

13. Approval, monitoring and review

13.1. The Policy and Procedure for Applicants to request reconsideration of an admissions decision is approved by the University's Academic Board.

- 13.2. 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.
- 13.3. The Policy and Procedure is published on the University's web-site at [Policies \(cumbria.ac.uk\)](http://cumbria.ac.uk). It is reviewed biannually.

14. Contact details:

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Lancaster
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Sharon.Blaylock@Cumbria.ac.uk

Undergraduate and Degree Apprenticeship Admissions
University of Cumbria
Bowerham Road
Lancaster
LA1 3JD
Email:ugadmissions@cumbria.ac.uk

Postgraduate and Continued Professional Development Admissions
University of Cumbria
Fusehill Street
Carlisle
CA1 2HH
Email:pgadmissions@cumbria.ac.uk

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 (uocadmissions@cumbria.ac.uk) **no later than 3 months after your concerns first arose**. Your request will be assessed for eligibility 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 uocadmissions@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"> Material administrative error, regulatory or procedural irregularity which has affected the outcome of an application. This may include: <ul style="list-style-type: none"> a decision not to invite an applicant to interview the wording and conditions of an offer a decision to reject an application Unfair treatment, bias or perception of bias as part of the admissions process. Dissatisfaction with the services delivered by staff involved with Admissions. 	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 taken to resolve concerns 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 [Policies \(cumbria.ac.uk\)](http://cumbria.ac.uk)

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