

HIGHER EDUCATION STUDENT RECRUITMENT, SELECTION AND ADMISSIONS POLICY

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Joseph Chamberlain College of Further and Higher Education

1. Objective

This policy document supports Joseph Chamberlain College Strategic Plan 2019-22 by outlining the policies pertaining to successful student recruitment, selection and admission on to higher education (HE) programmes.

We aim to ensure that all applications for HE courses are underpinned by the principles of fair admissions otherwise known as the Schwartz Report (2004).

The five Schwartz principles state that a fair admissions process should:

- Be transparent
- Enable HE providers to select students who are able to complete the programme as judged by their achievements and potential
- Strive to use assessment methods that are reliable and valid
- Seek to minimise barriers for prospective students
- Be professional in every respect and underpinned by organisational structures and processes.

2. Scope

This document sets out the principles and practices of the recruitment, selection and admissions policy that applies to all applications for the Diploma in Education and Training (DET) by the College. Students will attend part time.

In providing the Diploma in Education and Training (DET) the College works with Birmingham City University.

The College will build links with other universities to provide progression routes for HE Students.

For the purpose of this document, and as stated in Chapter B2 of the QAA Quality Code, recruitment, selection and admission includes:

- Recruitment activities to help prospective students make informed decisions about whether they wish to undertake the DET and, if so, where, how and what they might wish to study.
- Procedures employed by Joseph Chamberlain College, alongside BCU, to select suitably qualified prospective students for the DET.
- Joseph Chamberlain College's decision making processes and subsequent communication with both successful and unsuccessful prospective students.

- Ways in which Joseph Chamberlain College will support those who receive and accept offers of a place on the DET to make the transition from prospective student to current student.

3. Definitions and Terminology

- 3.1. **HE Admissions:** The team responsible for receipt and processing of DET enquiries and applications, and management of student enrolment. All initial screening exercises for the DET and decision-making sits within the academic team. The Admissions team sit within the Management Information Services department.
- 3.2. **REMS:** This is the College-wide Management Information System containing details of existing and potential learners. Admissions uses REMS to record, track and process student applications and enrolments.

4. Roles and Responsibilities

Joseph Chamberlain College's DET course is validated by Birmingham City University, however Joseph Chamberlain College are solely responsible for recruitment, selection and admissions.

4.1. HE Admissions are responsible for:

- Acting as first point of contact for all DET initial enquiries, applications and enrolments.
- Receiving all applications and recording these on REMS.
- Acknowledging receipt of all applications and arranging in consultation with the academic team, interviews and assessments as appropriate.
- Notifying the Inclusive Learning Team when an applicant declares a special learning need and/or disability and liaising with the service regarding the provision of support and reasonable adjustments to the application process.
- Notifying the Vice Principal (Planning, Performance and Development), when an applicant has declared a criminal conviction. The resulting action will vary depending on the nature and time of the conviction.
- Monitoring the return of interview outcomes and informing the Vice Principal (Planning, Performance and Development) of any outstanding applications or outcomes prior to the deadline dates.
- Notifying applicants of the outcome of all interviews and sending offers, as specified by the Director (Professional Performance, Development and Teacher Education).

- Ensuring that all offer letters comply with Competition and Markets Authority guidance by containing the full set of information required to allow applicants to make an informed decision regarding acceptance of the offer made to them.
- Via liaison with the Director (Professional Performance, Development and Teacher Education), contacting applicants who fail to attend their interview and withdrawing or rebooking the applicant as appropriate.
- Inviting applicants to DET taster days/'keeping warm' activities as directed by the academic team
- Managing enrolments for all student year groups and notifying students of the enrolment date, location and any relevant documentation required at enrolment (certificates, passport etc)
- Notifying students of any course fees, as detailed in the Advice, Information and Guidance (IAG) document, and how and when payment should be made
- Fee assessing each applicant to determine eligibility for Home fee status.
- Support recruitment activities in liaison with DET staff

4.2. **Student Services are responsible for:**

- Providing appropriate IAG to prospective students, including enquirers and applicants, seeking information about financial support.
- Assisting prospective students in making funding applications to Student Finance England or other relevant agencies.

4.3. **The Inclusive Learning team is responsible for:**

- Contacting applicants to discuss their declaration of a specific learning need or disability on the course application form.
- Working with the DET team to ensure that reasonable adjustments are made to interviewing conditions in order to accommodate those who have declared a learning difficulty or disability.

Ensuring that the college explores reasonable adjustments to accommodate additional needs thus enabling the student to access the curriculum and, where this is not possible, to liaise with the DET team so that they can contact the applicant with the outcome.

4.4. The Marketing Team is responsible for:

- Ensuring that the College is meeting its obligations under Consumer Protection Law and is compliant with the guidance published by the Competition and Markets Authority (CMA)
- Ensuring that the College complies with BCU marketing and permission regulation.
- Quality checking and publication of pre-application course and institution promotional information

5. Higher Education Admissions Policy

5.1. Joseph Chamberlain College is committed to delivering a recruitment, selection and admissions process that has the student at its heart. We aim to deliver a consistent and transparent service. Prospective students, applicants and current students alike can expect to receive a high quality experience.

5.2. We will select applicants on the basis of their individual suitability for the DET. Applicants are required to demonstrate that they meet the minimum academic requirements as specified in the published course information. Entry requirements are stipulated by BCU.

5.3. Applicant merit and potential may be assessed by a variety of means;

- a. Personal statement
- b. A reference from an educator or employer
- c. Academic certificates
- d. Employment history
- e. Portfolio of work
- f. Interview with the DET team
- g. Literacy and/or numeracy assessment

The timing and methods for such assessment are specified in the published course information and confirmed in communications from the HE Admissions team.

5.4. Applicants who demonstrate on their application form that they meet the minimum entry requirements will be invited to attend an interview. Applicants will receive acknowledgment of receipt of their application within five working days of its arrival in the HE Admissions office and those who do not meet the minimum requirements will receive an appropriate communication within five working days of receipt of their application. Timescales for arranging interviews will vary. The DET Course Leader is responsible for offer making.

- 5.5. Joseph Chamberlain College is committed to handling admissions appeals and complaints professionally, within the given framework specified in this policy.
- 5.6. All policies are approved by the Senior Leadership Team, and where required, The Corporation, who ensure their coherent implementation across the College. The HE Admissions team provide a centralised service for all subject areas, thus supporting the coherent practice of this policy. This policy is subject to regular review.
- 5.7. Joseph Chamberlain College follows codes and practices that are relevant to recruitment, selection and admissions.
- All relevant legislation, including the Equality Act 2010 and the Data Protection Act 1998.
 - BCU general guidance on admissions and as detailed in the Operations' Manual.
 - UCAS's Admissions Guide for HE Providers (<https://www.ucas.com/providers/good-practice>)
- 5.8. Joseph Chamberlain College may choose to enter into arrangements with external recruitment agencies. Such agency agreements will be subject to due diligence by the Director of Finance. Any arrangement with an external agency must comply with the codes and practices stated in 5.7.

6. Recruitment Activities

- 6.1. The Marketing team will support the academic team in co-ordinating a number of recruitment activities. Recruitment activities take place on and off campus and are supported by the HE Admission team, the Marketing team, and the DET team.
- 6.2. Joseph Chamberlain College hosts open events at the main campus in each academic year. The open events take place in the evening or on Saturdays in order to allow prospective students to attend without missing school, college or work. The events take place at key points throughout the year including throughout the autumn term, early in the spring term and a final event in the summer term. Prospective students are encouraged to register their interest in the event online.
- 6.3. The open events provide prospective students with an opportunity to view the College campus and the available facilities. DET staff are available to provide detailed information about individual course content, structure and entry requirements. Support services will also be available to provide relevant pre-application information, and AIG. The services are; the HE Admissions team, the Inclusive Learning team, the Student Services team and the Learning Resources Centre team.

- 6.4. The Marketing team, in collaboration with the academic team, attend external recruitment events. The purpose of attendance at these events is to make Joseph Chamberlain College services available to those who are unable to attend, or are unaware of, the open events. Prospective students will be given information regarding the College and its course provision, which will allow them to decide whether to further investigate making an application.
- 6.5. Prospective students may choose to leave their contact details with College representatives. The HE Admissions team will contact these individuals by telephone or email to offer further information and advice.

7. Enquiries, information, advice and guidance (IAG) for applicants

- 7.1** Joseph Chamberlain College is committed to providing high-quality IAG to applicants and advisors on all aspects of recruitment, selection and admission.
- 7.2** DET contact details for prospective student and applicants' enquiries are advertised on the College website, the prospectus, all published hard copy marketing materials and advertisements, and on social media sites.
- 7.3** Prospective students making direct contact with Joseph Chamberlain College for the first time are directed to the HE Admissions team. Enquiries are received by the team by a variety of means;
- Telephone: the information and admissions lines are advertised on all marketing materials and are answered by the admissions team throughout the working day. A voicemail facility is available and callers leaving voicemails can expect a response the next working day
 - Email: the Admissions team respond to emails within one working day of their receipt
 - Social Media: enquiries made via social media are managed by the Marketing team, who respond within one working day
 - Post: A response to enquiries received by post is sent within one working day
- Standard response times will increase to five working days during peak times (August-September).
- 7.4** Course entry requirements are published on the College website. Entry requirements are reviewed annually, based on BCU requirements. Prospective students and applicants wishing to seek further guidance regarding entry requirements are advised to contact the HE Admissions team initially. Competition and Marketing Authority (CMA) compliance is ensured by the Marketing team.

- 7.5** Maintaining the website and prospectus is the responsibility of the Marketing team. Requests for information to be provided in alternative formats, such as large print or braille, are forwarded to the Marketing team, who will arrange for the provision of the requested of the format.
- 7.6** In some cases it may be necessary to make changes to course profiles after the publication and distribution of printed materials. The Marketing team ensure that necessary changes are made to the website and the HE Admissions team communicate the change to affected applicants.

8. The Application Process

Application routes for HE programmes at Joseph Chamberlain College vary.

- Internal or external online course applications may be made or applications may be made through email via Higher Education Admissions.
- 8.1 The academic team provide IAG on the application process and the assessment methods used in determining eligibility for an offer. Receipt of an application triggers production of an acknowledgement letter containing further information and next steps. This is sent within five working day of receipt of the application. HE Admissions is the main point of contact throughout the application process.
- 8.2 All applicants are logged on the College's Management Information System, REMS, which is used to track applicant history and progress from initial enquiry through to enrolment. All letters sent to the applicants can be tracked through this system and reproduced if required. Applicant data is logged and managed in the same way regardless of the course applied for. Paper-based application files are produced for use by the interviewing course team.
- 8.3 Working in accordance with United Kingdom Council for International Student Affairs (UKCISA) guidance, HE Admissions identify the need to fee assess applicants' eligibility for Home fee status. Where an applicant declares that they are not an EU National, they are asked to complete and return a Fee Assessment Questionnaire prior to receiving an offer. Where the assessment is unclear, Admissions consult the UKCISA advice line for further guidance. Students who are assessed as overseas fee payers are informed via a standard letter from HE Admissions and a separate file is created to record evidence of the assessment, details of any offer and payments, as well as any other communications.
- 8.4 Applicants are permitted to apply for the DET in multiple years.

8.5 Entry requirements

- a. Individuals must meet the entry requirements. They must submit a personal statement with their application and be prepared to provide an academic or employer reference upon request. Course-specific entry requirements can be found on the College website.
- b. BCU may waive the required level 3 qualifications in the case of non-traditional or mature applicants. When an applicant presents with non-standard qualifications, their personal statement, work experience and reference is used to determine whether or not to take them forward to the next stage of the process. This is assessed on a case-by-case basis in light of the course-specific entry requirements, and in consultation with BCU.
- c. Recognition of Prior Experiential Learning (RPEL) may be considered for entry to the DET. See section 8.20 for further information.

8.6 Interviews

- a Applicants will be invited to attend an interview with a member of the DET team.
- b Applicants are made aware of their interview date and process by a letter sent by the HE Admissions team. It is the intention of the College to provide two weeks' notice of the interview appointment. In cases where this is not possible, applicants will receive a telephone call, subsequently confirmed by email.
- c Interviews are conducted by the academic team. The interview follows the set structure provided by the BCU and is conducted by someone who is able to speak about the course in detail. The interviewer will ensure that the interview is conducted in an appropriate environment and that the applicant is given the opportunity to speak confidentially. It is the intention of the College for the interview panel to contain one teaching DET member, and the course leader, or member of the College's Senior Leadership Team.
- d All interviews are conducted in line with the College Equal Opportunities Policies. Applicants seeking reasonable adjustments to their interview are invited to contact the HE Admissions team upon receipt of their interview letter. The HE Admissions team will communicate the adjustment request to the academic team, who will liaise with the applicant and Inclusive Learning regarding their needs. In order to allow sufficient time to make arrangements, the applicant's request must be referred to Inclusive Learning at least one week in advance of their interview.
- e The College is open to conducting interviews via Skype, Zoom or similar video conferencing, when travel to an interview is impractical for the applicant.
- f The College reserves the right to insist on interview attendance. However, every effort will be made to ensure that all stages of the interview process

are conducted on the same day for those whom multiple journeys are impractical.

8.7 Joseph Chamberlain College does not use national admissions tests to select students. However, applicants will be required to complete literacy, numeracy and/or comprehension tests as part of the interview process. Applicants will be made aware of the content of any tests and assessments, as well as any preparation that is required, in their interview letter.

a The DET requires disclosure of criminal convictions request that the applicant complete a Disclosure and Barring Service (DBS) check.

8.8 Decision-making and Offers

a Applicants who do not meet the minimum entry requirements will be advised of alternative opportunities available, where such an alternative exists. This may, for example, be an Access to higher Education course.

b It is policy to routinely give reasons for rejections. Applicants can expect to receive an initial response to their feedback request within five working days of that request being received. Applicants are welcome to speak to the academic team for advice and guidance regarding the qualifications and experience that will lead to a successful course application in the future.

c Interview outcomes are decided by the interviewing DET team. Applicants can expect to receive communication of the decision within five working days of completion of the full interview process. Applicants are given an expected decision date by the DET team at the conclusion of the interview process.

d All application outcomes are communicated to the applicant in a letter sent by HE Admissions. Offer letters list each condition (if applicable) of the offer and state when the conditions must be met by. Applicants who do not understand the conditions of their offer should contact the HE Admissions team for clarification.

e Offers are made in line with published entry requirements. However, the College may issue a non-standard offer to learners who do not meet the standard entry requirements but are able to evidence their eligibility for the programme through other means, such as work experience, subject to BCU agreement.

f Offered applicants enter into a contract with the College at the point of accepting their offer. Applicants are invited to read the College's Terms and Conditions, which are contained in a PDF file on the College website, before accepting their offer. The offer and applicant decision is recorded on the College's Management Information System. Applicants are advised that by accepting an offer, they are agreeing to the Terms and Conditions.

g Applicants who accept their offer have the standard 14 days cooling off period, during which time they can terminate their contract by contacting

the HE Admissions office in writing by email or post. Applicants wishing to terminate the contract after the 14 day period should refer to the HE Terms and Conditions of the Student Contract, which is provided with their offer letter.

- 8.9 The applicant is required to submit evidence that conditions have been met to the HE Admissions office by the deadline given in the offer letter. Scans and emails of qualifications are accepted by the HE Admissions team but the original certificates/results slips must be presented to the DET staff at enrolment.
- 8.10 Successful applicants receive a letter from the HE Admissions team, inviting them to enrol. The purpose of the enrolment session is to allow the DET team to check that all offer conditions have been met and to process the necessary data and fees required to fully register the student on their programme. The session also provides the students with the opportunity to ask the DET teams any final questions before enrolling and completing their registration on the programme
- 8.11 Where applicants have not met their offer conditions, the HE Admissions team do not automatically process a Confirmation Rejection. Instead, the applicant's information is referred to the DET leader for further guidance. It may be necessary to contact the applicant to obtain contextual information or ascertain if admission on to the programme can be granted by an alternative means.
- 8.12 Joseph Chamberlain College's ability to make Confirmation decisions is dependent on applicants demonstrating that they have met their offer conditions by the deadline specified in their offer letter. Applicants who cannot demonstrate that they have met their offer conditions due to an unforeseen delay, or the loss of a document, should contact the HE Admissions team. The HE Admissions team will contact the DET team to obtain further guidance regarding the applicant's next steps.
- 8.13 Information regarding programme start dates, inductions and timetables is provided in the applicant's enrolment invitation letter. When this information is not available at the time of sending the letter, it will be provided to new students at the enrolment session. Induction packs, the Programme Handbook and Academic Regulations and reading lists can be accessed on the College's Virtual Learning Environment (VLE), called JCC Connect.
- 8.14 Deferred entry
- a Joseph Chamberlain College is happy to accept applications for deferred entry. Potential students may declare their wish to be considered for deferred entry by contacting the HE Admissions team to request deferred entry after receiving their offer but prior to commencing the programme.
 - b Applicants must complete the full application process and meet the conditions of the offer made to them by the deadline given in the offer letter in order to secure a deferred offer.

- c Applicants who wish to defer after receiving their offer, must send their request in writing to the HE Admissions team, who will seek permission to defer from the DET team before responding to the applicant's request. Confirmation of a deferred offer breaks any contract formed on the basis of a previous offer.
- d Deferral requests may be refused if the DET team anticipate changes to the course entry requirements or programme details in the next admissions cycle. Applicants wishing to challenge a refusal may do so through the appeals process (see section 14).
- e Applicants are permitted to defer their offer for one academic year only. The HE Admissions team will contact deferred applicants in the spring of the following admissions cycle to reissue the deferred offer and request confirmation of acceptance by a specific date. Acceptance forms a new student contract

8.15 RPEL

- a Recognition for Prior Experiential Learning (RPEL) may be accepted as a means of meeting entry requirements, subject to BCU approval.
- b The College does not currently recognise prior certificated learning (RPCL) for qualifications and/or HE credits that have been achieved previously for advanced standing and all students are expected to undertake all of the required programme modules.

8.16 Document Verification and Fraud

- a Where a personal statement has been flagged for containing similar sentences to other personal statements, the DET team will take this in to consideration when assessing the application. Applicants should be aware that significant evidence of fraud or plagiarism will result in the application being rejected.
- b All applicants are asked to produce their original qualification certificates and transcripts at their selection interview/assessment/audition. Applicants who cannot provide original documents during the selection process will have production of the required documents stipulated as a condition of their offer. Any applicant who does not produce the documents by the enrolment date given will not be permitted to enrol on the programme.
- c Applicants who supply false qualification documents will have their application rejected.
- d References submitted in support of the course application should be sent directly to the HE Admissions office on official letter-headed paper or from an official email address. References that are not provided in the required format will be not accepted. If either the curriculum team or the HE

Admissions office believes that a reference may not be genuine, the College will verify the reference by contacting the referee using the contact details provided. Should it emerge that the reference has been falsified, the application will be rejected.

- e Where an application is deemed to be fraudulent, the College reserves the right to pass information to interested parties which may include the Student Loan Company.
- f Applicants who wish to appeal the decision to cancel an application on the basis of fraud, may do so through the Appeals and Complaints process. Please see section 14 of this document for further information.

9 Mature and young applications

- 9.1 Joseph Chamberlain College welcomes applicants from of all ages and makes no distinction between 'young' and 'mature' applicants when assessing applications.
- 9.2 The DET requires a student to have a secured teaching placement and some experience of teaching.
- 9.3 This is no upper age limit on applicants. Applicants will be asked to consider whether or not their health places any restrictions on their ability to complete the mandatory placements.

10 Care Leavers

- 10.1 Joseph Chamberlain College is committed to supporting students who are care leavers. Such students may be able to access financial and pastoral support through the Student Services team and should contact the team for further help and advice.

11 Applicants with disabilities or specific learning needs.

- 11.1 Joseph Chamberlain College is committed to welcoming applications from prospective students with disabilities or specific learning needs. All applicants are given equal consideration on the basis of their academic merit and potential.
- 11.2 Information about disabilities and specific learning needs is collected via the College application and at interview. This information is used to assist in identifying support needs but does not contribute to the academic decision over whether to make the applicant an offer.
- 11.3 The Inclusive Learning team will work with the DET team to establish the demands of the programme and consider the applicant's support needs in light of the programme content.

- 11.4 Applicants declaring a disability or specific learning need can expect a response from the Inclusive Learning team within 15 working days. Depending on the nature of the declaration, applicants will be contacted either by post or telephone in the first instance. A meeting with a member of the Inclusive Learning team will be scheduled if the initial contact reveals that one is required. Such instances may include, where an applicant has multiple disabilities or difficulties, where an applicant requires further assessment of their needs, or where the applicant may need to apply for Disabled Students' Allowance (DSA).
- 11.5 Any applicant or student requesting special arrangements relating to assessment must engage the Inclusive Learning team for assessment of their eligibility for such arrangements.
- 11.6 Applicants may request special arrangements for their application interview and assessment. Reasonable adjustments will be made on an individual basis and may vary according to the chosen programme of study. It may not be reasonable to accommodate all requests for special arrangements, particularly if such an arrangement would mask or skew the DET team's ability to assess the applicant's academic potential. In addition to this, because a mandatory work placement is required, it is the responsibility of the DET team to determine whether or not applicants are capable of completion, in light of the fact that not all types of support are available in the workplace. This may mean that it is inappropriate to provide certain types of support to applicants during the student selection stage.
- 11.7 The College will only enrol applicants where it has been determined that reasonable adjustments can be made to ensure that adequate support is in place.
- 11.8 The Inclusive Learning Team Leader will review the practice of the Inclusive Learning team on an annual basis.

12 Applicants declaring criminal convictions

- 12.1 Joseph Chamberlain College is committed to equal opportunities and aims to provide a supportive and positive environment. However, the College also has a responsibility to provide a safe environment for its staff, students, visitors and local community. Therefore all applicants seeking admission into Joseph Chamberlain College are required to declare any unspent criminal convictions or pending court cases as defined in the Rehabilitation of Offenders Act 1974. There is no requirement to disclose spent convictions (convictions that have reached a set period of time as defined by the above Act).
- 12.2 The College application form asks applicants if they have any criminal convictions. The details of applicants who declare that they have a criminal conviction are referred to the Vice Principal (Planning,

Performance and Development) by the Admissions team. The Vice Principal will discuss the application with a safeguarding, prevent and operations panel. It may be necessary to contact the applicant for further information and complete a risk assessment using background checks with relevant agencies, including the Police, by means of an Information Sharing Agreement.

- 12.3 The purpose of such checks is to assess whether the applicant poses a significant risk to learners or staff at the College. Risks can be categorised under Safeguarding, 'Prevent', security awareness, or other risk. The College Safeguarding team is responsible for considering various elements in order to determine the overall risk posed by a potential learner and making a recommendation to the Vice Principal (Planning, Performance and Development). The Vice Principal (Planning, Performance and Development) will then make a final decision based on the evidence presented. Where it is established that the applicant poses an unacceptable risk, their application will be rejected.
- 12.4 All applicants should note that failure to declare information about a conviction or pending court case or supplying untrue or inaccurate information about a conviction or pending court case may lead to your offer of a place or enrolment on the course to be withdrawn at any time.
- 12.5 If an individual is unsure if their conviction is spent and should be declared they should get advice from the appropriate agency e.g. Youth Offending Team or Probation Service, or visit the online calculator www.disclosurecalculator.org.uk or www.unlock.org.uk for up to date advice.

13 Changes to and discontinuation of programmes

- 13.1 Joseph Chamberlain College makes every effort to ensure that programmes are run in accordance with the information provided in both pre-application information and at the point of offer and acceptance, when the student contract is formed. However, there may be occasions when it is necessary to change a programme or discontinue it altogether. The options available to an applicant in such circumstances will vary depending on whether or not the applicant has accepted an offer.
- 13.2 Changes to programmes
- Applicants who apply for a programme on the basis of information that has substantially changed are made aware of the changes at their selection interview. The DET team will explain the details of the programme and respond to any applicant queries. If the interviewing team is aware of any possible future changes at the time of the interview, they are required to make the applicant aware at that time. The applicant is told what the changes are likely to be and when they will be finalised.

- Where a change is made to a programme after an offer has been accepted, affected applicants are notified in writing by a letter sent by the Admissions team, containing course information provided by the DET team. Such applicants are given the option to withdraw their acceptance, thus releasing them from the student contract.
- Changes to programme is most likely to occur when the programme is subject to validation or re-validation. Marketing materials will clearly identify such programmes.

13.3 Discontinuation of programmes

- Applicants who apply for a programme that is subsequently discontinued are notified in writing by a letter sent by the HE Admissions team. Applicants have the option to apply for an alternative programme at Joseph Chamberlain College or withdraw their application altogether, thus releasing them from the student contract. Applicants who choose to apply for an alternative programme must meet the entry requirements specific to that programme in order to receive an offer.

13.4 Support available to applicants

Joseph Chamberlain College will support applicants in determining their next steps in the light of any changes to programmes or discontinuation of programmes. Where an applicant is holding an offer, Joseph Chamberlain College will assist them in securing an alternative place either internally or at another HE provider.

13.5 Terms and Conditions

The circumstances under which it may be necessary to make changes to a programme or discontinue a programme, are stated in the Terms and Conditions of the Student Contract. Terms and Conditions are made available to applicants at the point of offer.

14 Appeals and Complaints

- 14.1 Joseph Chamberlain College is committed to the fair and professional handling of appeals and complaints. Applicants can find the HE Complaints Procedure on the About Us section of Joseph Chamberlain College website. Applicants' attention is also drawn to these procedures in the offer and rejections letter.
- 14.2 An **appeal** is a request for a formal review of an admission decision or the wording/conditions of an offer. An appeal can only be lodged after the application decision has been made.
- 14.3 A **complaint** is a specific concern relating to a procedural error, irregularity or maladministration in the selection and admissions procedures or policy. It may also include an expression of dissatisfaction about the College's action, or lack of action, or about the standard of

service provided by the College. A complaint can be lodged at any stage of the admissions process.

- 14.4 Applicants wishing to make an appeal or complaint have up to 10 working days after the disputed occurrence to make written representation to the Vice Principal.