

## **Admissions Appeals Policy**

### **SCOPE**

An applicant may complain or appeal against the handling of his/her own application, Recognition of Prior Learning, or Credit Accumulation and Transfer if there is reason to believe:

1. The decision made contradicts the published entry criteria or the ILC Training's Equal Opportunities Policy.
2. There was an administrative or procedural error in the handling of the application.
3. There was concern regarding a member of staff's behaviour during the application process.
4. The emergence of substantial new information which may have affected the decision and which could not have been available at the time the original decision was made. Complaints or Appeals will not be considered:
5. If the dispute is against a decision made on academic grounds. Due to the level of competition particularly for selective programs of study, there will inevitably be occasions when an applicant is disappointed with a decision.
6. About an applicant's failure to satisfy professional body or non-academic requirements as specified by MLSD, Tamkeen and any awarding body requirements.
7. If a complaint or appeal is submitted anonymously or through a third party.
8. If the dispute concerns a decision after 14 days of the decision being made.

### **POLICY STATEMENT**

All complaints and appeals are treated seriously and constructively. ILC Training will also seek to ensure that complaints and appeals are dealt with quickly, with fairness and consistency. If it is found that an incorrect decision has been made ILC Training will make every effort to either reverse or rectify the error and will do so promptly.

Applicants lodging a complaint or an appeal and those against whom the complaint or appeal are made may expect the matter to be dealt with confidentially and with respect for their privacy. However, it may be necessary to disclose information to others in order to deal with the complaint or appeal and in these circumstances the parties concerned will be informed of such a disclosure.

## TERMS AND DEFINITIONS

TERM	DEFINITION
<b>Appeals</b>	An appeal is defined as a request for a formal review and reconsideration of an admissions decision, or the wording/terms/conditions of an offer.  An appeal may relate to the following decisions within the application process: <ul style="list-style-type: none"><li>● The decision to interview or asses</li><li>● The decision to approve application</li><li>● The decision to reject on exam result</li></ul>
<b>Complaints</b>	A complaint is defined as a specific concern related to a procedural error, irregularity or maladministration in the admissions procedures or policies.

### Policy Introduction

Learners, used broadly to refer to prospective learners, applicants, admitted learners, and enrolled learners, who have had their admission denied or cancelled have the right to appeal that decision as detailed in this policy.

ILC Training personnel will not discuss appeals in person, by email, by telephone, or any other means of communication, with any individual other than the prospective learner, unless that learner has previously, and individually, agreed in writing to such discussion related to a specific item.

All appeals must be submitted according to the requirements and within the time frames specified in this policy.

The requirements of this appeals policy will be rigorously applied. The learner presenting an appeal has the full burden of satisfying the standards and criteria set forth in this document. All appeal requests will be reviewed thoroughly. All appeal decisions are final. There are no additional levels of appeal.

### Discrimination: Declaration of intent

1. No applicant will be treated less favorably or with discrimination as a result of lodging
2. an appeal or complaint under these procedures. However, where ILC Training deems that
3. an appeal or complaint has been made in bad faith, or is frivolous, we
4. reserve the right to terminate consideration of the appeal or complaint immediately.
5. Applicants will be informed as soon as possible of the decision to terminate consideration of an appeal or complaint, including the reasons why.

### **Confidentiality and Data Protection**

Any appeal and/or complaint received under these procedures will be treated confidentially, and only personnel requisite to the consideration and/or resolution of the complaint or appeal will be made party to it.

However, if the appeal applies to an awarding bodies rules or decisions or in the handling of your admissions appeal or complaint, data (including personal sensitive data) arising from an appeal or complaint may be shared with the awarding body. Your personal information will be processed in accordance with the Data Protection Policy. We will only share your data with third parties in accordance with our policy on data protection where the law either requires or allows us to do so or where we have your express consent.

### **Time Scale**

An applicant must appeal within 15 days. All appeals must be received by ILC Training within 15 days of date of the denial notification/communication from the ILC Training. Applicants who were denied admission may only submit one appeal per admission term.

### **Complaints Process**

ILC Training shall attempt, wherever possible, to resolve application queries quickly and informally. In the first instance, applicants should go through the main office and contact the relevant staff member to ask for feedback and an explanation as to why their application was unsuccessful. If this course of action proves unsatisfactory, then the formal appeals policy should be followed.

Where an applicant remains dissatisfied with the outcome of their application and the

feedback received or there is substantial new information, s/he may complain using the appeals form which goes to ILC Training's Director. An applicant must provide the following information:

- Name and CPR
- Grounds for the Complaint
- An indication of the outcome being sought

The Director shall investigate the complaint and shall respond to the applicant within 15 working days of receipt of the complaint (if it should prove impossible to respond fully within 15 working days, the complainant shall be informed in writing of the revised timescale).

### **Appeals Process**

Where an applicant remains dissatisfied with the response received regarding their complaint, or there is substantial new information, s/he may appeal in writing to ILC Training's Director. The appeal request must include:

- Applicant Name:
- Personal ID:
- Course(s) applied to:
- Details of your appeal:
- Explanation why you are not satisfied with the feedback or communications you have received.

The appeal will be reviewed by the Director. The Director and lead trainers shall investigate the appeal and shall respond to the appellant within 15 working days of receipt of the appeal (if it should prove impossible to respond fully within 15 working days, the complainant shall be informed in writing of the revised timescale).

The Director and lead trainers may request additional information from either the applicant or relevant staff and may, in some cases, convene a meeting to discuss the appeal. The Director and lead trainers will find either:

- That the appeal is upheld and ILC Training will take appropriate action.
- That the appeal is not upheld and will communicate the reasons for this decision and confirm that no action will be take.

The decision reached by the Director and lead trainers is final and will be communicated to the appellant and relevant staff within 15 working days of considering the appeal.

## **Related Policies and Other References**

Data Protection Policy

Admissions and Induction Policy

Diversity and Equal Opportunity Policy