

Admissions Appeal Procedure at Glasgow Kelvin College

1. Purpose of procedure

- 1.1 To clarify the arrangements for applicants to obtain feedback about an unsuccessful application, to appeal a selection decision or to complain about the admissions process.

2. Overview

All eligible applications are considered on their individual merits and treated in a fair and equal way, based on all information provided to the College through the application process. Students are advised informally of the reason they have been unsuccessful when they receive their email, however the college will provide further formal constructive feedback to an unsuccessful applicant on request.

- 2.1 Applicants should be aware that admission on to a large majority of Glasgow Kelvin College's programmes is highly competitive, and unfortunately a number of applicants, even those who meet or exceed the minimum entry requirements for consideration, will regrettably be unsuccessful each year.
- 2.2 Decisions are made based on the application of academic judgment by professional lecturing staff and/or performance at interview/events.
- 2.3 Following the provision of feedback, an applicant will have the right to appeal the selection decision, providing that there are sufficient grounds for an appeal (see section 5). An applicant who wishes to make a complaint about the application process may do so using the College's complaints handling procedure (see section 6). Please note that the complaints procedure cannot be used to challenge an academic decision to refuse an application.

3. Data Protection

- 3.1 The College prefers to deal directly with applicants, and where possible, a request for feedback or the submission of an appeal should be made by the applicant, not by a third party. In cases where a request is submitted by a third party, data protection legislation may prevent the College from releasing information relating to an individual's application unless the College receives specific written permission from the applicant allowing them to deal with the third party. Should an applicant wish a third party to act on his/her/their behalf, for example because the applicant is under 16, or has disabilities which would make it difficult for him/her/them to submit an appeal or complaint directly, the applicant must provide written authorisation, including the name and contact details of the relevant third party.

4 Feedback

Feedback in this context is defined as information about why an application was unsuccessful. Any unsuccessful applicant to the College may request feedback on a selection decision.

Procedure for Requesting Feedback

- 4.1 The following procedure should be used to request feedback regarding an unsuccessful application to the College.
- 4.2 Requests should be made by email to admissions@glasgowkelvin.ac.uk within 20 working days following notification of the original selection decision. Applicants should include their full name, postcode and Date of Birth and course.
- 4.3 The admissions team will respond by email to each request within 20 working days of receipt of the request.

5. Appeals

An appeal is defined as a formal request for a selection decision to be reviewed. An appeal will only be considered where there are adequate grounds, as set out below:

- Where there is substantial new information which, for good reason, was not made available either on the original application or during the selection procedure, and where that new information is significant and directly relevant to the original decision.

Please note that the new information must relate directly to the original application and cannot include activities or achievements which have taken place or been ratified subsequently.

- Where there is evidence that the College's published Admissions Process has not been followed.
- Appeals put forward on any other grounds will not be considered.

Please note that the College will not consider appeals that are based on errors made by external organisations, agencies or individuals. For example, inaccurate predictions of future grades; disputes about the grading of formal examinations; comments made by referees or agents.

Procedure for Appealing a Selection Decision

The following procedure should be followed if an applicant believes, in line with the above guidance, he/she/they has grounds for appeal against a selection decision.

- 5.1 An applicant should email admissions@glasgowkelvin.ac.uk to seek feedback before deciding whether or not he/she/they has grounds to appeal the selection decision. An appeal will not be considered until after an applicant has received formal feedback.
- 5.2 Appeals must be received within 20 working days following the provision of feedback from the College admissions team.
- 5.3 An appeal should be submitted by email to admissions@glasgowkelvin.ac.uk or alternatively in writing to Admissions, 123 Flemington Street, Glasgow, G21 4TD.
- 5.4 The Admissions Team will screen each submission in the first instance to determine if there are sufficient grounds for appeal,
- 5.5 If it is judged that there may be grounds for appeal, the Admissions Team will contact the relevant Faculty and make arrangements for the appeal to be considered in full.
- 5.6 If an appeal is to be heard and additional information is required, the applicant will be informed in writing and provided with an appropriate deadline by which to submit the information.
- 5.7 The Team Leader Admissions and Student Records will decide the membership of the Appeals Panel. Membership of the Appeals Panel will vary but may include a senior academic from the Faculty, Head of Student Information Services and a student representative.
- 5.8 The applicant will be informed by email of the outcome of the appeal and given an explanation for the decision within 20 working days. The decision of the Appeals Panel is final and there is no further right of appeal.

No applicant will be discriminated against in any future application on the basis of appealing a previous admissions decision.

Complaints

A complaint is defined as an expression of dissatisfaction with an action or lack of action taken by the College, or with the standard of the service provided.

- 6.1 Complaints relating to admissions will be managed in accordance with the Glasgow Kelvin College's complaints handling procedure, details of which can be found on the College website. This procedure should be used when an applicant (or the applicant's representative) is dissatisfied with the service they have received from the College with regard to an application.
- 6.2 The complaints handling procedure cannot be used as a means to change a

selection decision. However, if in the course of investigating a complaint the investigator believes there are grounds for an appeal against the selection decision, the investigator may advise the applicant to submit a formal appeal.

THE ADMISSIONS APPEAL PROCEDURE

