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| **Scope of policy (audience):** | Staff, Prospective Students, Parents/Carers of Prospective Students, Advisors, Agents |
| **Policyholder:** | Director of Student Recruitment and Marketing |
| **Contact:** | quality@leedsconservatoire.ac.uk |
| **Alternative formats:** | Audio, large font (on request) |

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| **Introduction** |
| Admissions procedures conform to the guiding principles relating to admissions, recruitment and widening access in the UK Quality Code for Higher Education:   * Policies and procedures for application, selection and admission to higher education courses are transparent and accessible; * Higher education providers use fair, reliable and appropriate assessment methods that enable them to select students with the potential to complete the course successfully; * Higher education providers reduce or remove unnecessary barriers for prospective students; * Information provided to prospective students for recruitment and widening access purposes supports students in making informed decisions; * All staff, representatives and partners engaged in the delivery of admissions, recruitment and widening access are appropriately trained and resourced; * Providers continually develop widening access strategies and policies in line with local and national guidance; * and allow prospective students to a request a review of a decision concerning selection or admission if they consider they have grounds to do so.   Each year the conservatoire receives approximately 2,500 HE applications. The number of new undergraduate places available each year at Leeds Conservatoire is determined annually. Not all suitably qualified prospective students can be accommodated.  This policy along with the principles and procedures ensures that Leeds Conservatoire has transparent, fair and timely procedures for dealing with admissions appeals.  Appeals will be dealt with in accordance with the conservatoire’s Equality, Diversity and Inclusion commitments.  The prospective student will be signposted to the conservatoire’s Complaints Policy if the concern falls outside the scope of the Admissions Appeals Policy.  Most admissions queries can be dealt with by conservatoire admissions staff and the majority of prospective students are satisfied with the outcome. This policy provides for cases where unsuccessful prospective students, having received feedback on their application, feel an error has occurred. |

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| **Equality Impact Assessment Information** |
| * N/A |

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| **Definitions** |
| * N/A |

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| **Policy** |
| Leeds Conservatoire is committed to admitting prospective students who are most likely to benefit from our courses and aims to:   * Sustain high academic standards consistent with the requirements of the conservatoire’s validating body; * Commit to equality of opportunity.  There will be no discrimination against prospective students on the grounds of any of the protected characteristics as defined in the Equality Act 2010; * Create a working culture that respects, welcomes and harnesses differences for the benefit of the organisation and the individual.   The conservatoire will achieve these aims by:   * Encouraging applications from all those with the talent, academic ability and motivation to succeed at Leeds Conservatoire; * Assessing each application individually and equitably; * Offering places to those who meet or have the potential to meet the course entry criteria and who therefore have the potential to complete their course successfully; * Maintaining integrity and transparency in its admission process; * Striving to create a working environment in which students are enabled to develop and progress to their full potential.   The conservatoire recognises that it may need to be flexible during the recruitment process in order to provide fair and equal access to all prospective students. The conservatoire also recognises the need to make adjustments for individual prospective students where appropriate - for example, prospective students with a long term health condition, mental health condition or specific learning difficulty – to allow them to demonstrate their potential. |

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| **Procedure** |
| 1. **Grounds for appeal**    1. An appeal is a request to review a selection decision.    2. If a prospective student feels an error has occurred they have the right to request a review of the selection decision on one of the following grounds: 2. relevant information was missing from the original application (with good reason) 3. there has been a misinterpretation of information or data contained within the original application 4. there is evidence of bias or prejudice 5. there was a procedural irregularity in the handling of the application.    1. Appeals that question the academic judgement or integrity of academic staff will not be considered.    2. The procedure may not be used because a prospective student is simply disappointed with a rejection or unhappy with the conditions of their offer.    3. Due to Data Protection Legislation, the conservatoire is unable to respond to appeals from a third party unless written permission has been granted by the prospective student.    4. Prospective students will not be disadvantaged in any way because they have made an admissions appeal.    5. The Head of Registry will prepare an annual summary of the nature and outcome of any formal admissions appeals for the conservatoire’s Academic Council. 6. **Stage One: request for feedback**    1. Prospective students who feel they may have grounds for appeal must formally request feedback on the reasons for the selection decision in the first instance.    2. Requests for feedback from a third party will not be accepted unless permission has been granted by the prospective student.    3. Requests must be made within 10 working days of the date given on the initial correspondence outlining the selection outcome and must be directed to the Senior Admissions and Registration Officer, who will co-ordinate the response.    4. A written response will be made within 10 working days of the request being made, and this response will mark the completion of Stage One. 7. **Stage Two: appeal**    1. A prospective student who is dissatisfied with the response provided at Stage One may submit an admissions appeal.    2. Appeals must be made on the Admissions Appeal form (see Appendix 1), within 10 working days of the date of the Stage One outcome letter, and directed to the Head of Registry, who will co-ordinate the response.    3. Appeals should explain the grounds for dissatisfaction with the outcome at Stage One and indicate the grounds for appeal (see 1.2 above).    4. A written response will be made within 10 working days of receipt of the Admissions Appeal form. 8. **Stage Three: review**    1. A prospective student who remains dissatisfied may request a review of the decision made at Stage Two.    2. The request to review the decision made at Stage Two must be submitted in writing within 15 working days of the notification of the outcome at Stage Two and directed to the Quality team, who will co-ordinate the response.    3. A written response will be made within 15 working days of receipt of the request to review the Stage Two decision.    4. This response will be the conservatoire’s final decision and mark the completion of the process. 9. **Complaints**    1. Should a prospective student wish to complain about any aspect of the process, they must follow the conservatoire’s Complaints Policy. This can be accessed electronically via the ‘How to apply’ sections on the conservatoire website, [www.leedsconservatoire.ac.uk](http://www.leedsconservatoire.ac.uk), or by emailing [complaints@leedsconservatoire.ac.uk](mailto:complaints@leedsconservatoire.ac.uk).    2. If the dissatisfaction with a selection decision is based on the conduct of a member of staff, or another matter not covered by the points outlined in 1.2 above, this will be dealt with through the Complaints Policy. 10. **Deadlines**     1. The conservatoire will at all times strive to respond to enquiries as quickly as circumstances allow.     2. If the conservatoire is unable to respond within the specified timeframes, the prospective student will be contacted with a reason for the delay and will be informed of when they can expect a decision/response.     3. To ensure that prospective students are not unfairly disadvantaged, the conservatoire may choose to consider an admissions appeal outside the specified timeframes. |

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| **Breach of Policy** |
| An individual is entitled to make a formal complaint via the conservatoire’s Complaints Policy if they feel the conservatoire has not complied with the procedures set out in the Admissions Appeals Policy. |

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# **Appendix 1**

Office date stamp

**Admissions Appeal Form**

**Important Notes**

Make sure you have read and understood the Admissions Appeals Procedure before completing this form.

Appeals must be submitted within 10 working days of the date given on the initial correspondence outlining the selection outcome.

Please return this form to:

Leeds Conservatoire, 3 Quarry Hill, Leeds, LS2 7PD

**Your Details**

Applicant number

Full name

Tel No (inc. mobile)

Course you applied for

Address for all correspondence concerning the appeal

**Grounds for Appeal**

1. Relevant information was missing from the original application YES/NO
2. There has been a misinterpretation of information or data

contained within the original application YES/NO

1. There is evidence of bias or prejudice YES/NO
2. There was a procedural irregularity in the handling of the

application YES/NO

**Details of Appeal**

Please explain why you consider that you have grounds for appeal. Please enclose any supporting evidence that you refer to.

**Declaration**

I confirm that I have read and understood the Admissions Appeals procedure, and that the information I have given is true and accurate to the best of my knowledge.

Signature Date