



Admissions and Appeals Policy & Procedure

Version 1.0

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1 Introduction

- 1.1 This document details London Waterloo Academy's policy and procedure for admission of students to its higher education programmes. It takes account of the Expectation and Indicators of sound practice as detailed in *Part B, Chapter B2: Recruitment, selection and admission to higher education* of the UK Quality Code.
- 1.2 The policy detailed in this document will be applied fairly and equitably, which is consistent with our commitment to providing flexible and quality learning opportunities for prospective and admitted students, and meets with the requirements for the maintenance of London Waterloo Academy's academic standards. The policy and procedure will be reviewed every year and approved by Academic Board.

2 The QAA Quality Code, Chapter B2: Recruitment, selection and admission to higher education

- 2.1 The QAA Quality Code, Chapter B2 sets out an Expectation which all institutions of higher education must meet in their policies and procedures for recruiting, selecting and admitting students onto programmes of study. The Expectation is as follows:

Recruitment, selection and admission policies and procedures adhere to the principles of fair admission. They are transparent, reliable, valid, inclusive and underpinned by appropriate organisational structures and processes. They support higher education providers in the selection of students who are able to complete their programme.

- 2.2 This Expectation is to be met by the institution of higher education following the guidance of nine Indicators of sound practice. These Indicators are as follows:

Recruitment, selection and admissions policies are informed by the strategic priorities of the higher education provider. Higher education providers promote a shared understanding of their approach among all those involved in recruitment, selection and admission.

Indicator 1 *Recruitment, selection and admission processes are conducted in a professional manner by authorised and competent representatives of the higher education provider.*

Indicator 2 *Higher education providers have procedures for handling appeals and complaints about recruitment, selection and admission that are fair and accessible. Appeals and complaints procedures are conducted expeditiously and in accordance with a published timescale.*

Indicator 3 *Higher education providers monitor, review and update their recruitment, selection and admission policies and procedures, in order to enhance them and to ensure that they continue to support the provider's mission and strategic objectives. Higher education providers determine the frequency with which monitoring and review are undertaken.*

Indicator 4 *Recruitment activities undertaken by higher education providers assist prospective students in making informed decisions about higher education.*

Indicator 5 *Higher education providers make clear to prospective students how the recruitment, selection and admission process will be conducted and what prospective students have to do.*

Indicator 6 *Selection processes for entry into higher education are underpinned by transparent entry requirements, both academic and non-academic, and present no unnecessary barriers to prospective students.*

Indicator 7 *Higher education providers determine how decisions and the reasons for those decisions are recorded and conveyed to prospective students.*

Indicator 8 *Higher education providers inform prospective student, at the earliest opportunity, of any significant changes to a programme to which they have applied. Prospective students are advised promptly of the options available in the circumstances.*

Indicator 9 *Higher education providers give successful applicants sufficient information to enable them to make the transition from prospective student to current student.*

These indicators of sound practice inform London Waterloo Academy's policies, procedures and systems for the recruitment, selection and admission of students to higher education programmes. A mapping has been undertaken against each of the above Indicators to identify areas for enhancement and improvement.

3 Aims of the Admissions and Appeals Policy and Procedure

3.1 London Waterloo Academy is committed to equality of opportunity for all prospective and existing students. We aim to create a learning environment where all students are treated solely on the basis of merit, performance, and capability regardless of gender, ethnicity, belief, sexual orientation, religion, nationality, age or disability.

3.2 London Waterloo Academy aims to recruit with integrity, transparency and high professionalism. We aim to ensure that places are offered to prospective students whose qualifications, skills and experience match the entry requirements and academic demands of the programme. In recruiting, selecting and admitting students London Waterloo Academy aims to:

- Widen participation and provide equality of opportunity to prospective and admitted students judged to be able to complete their programme of study successfully.
- Recruit students to programmes which best meet their stated career needs and aspirations.
- Offer professional, fair and unbiased advice and guidance about the programme(s) the College offers to prospective students.

3.3 London Waterloo Academy aims to offer all students a high quality learning and social environment, free from discrimination, where academic and professional potential can be supported and realised through study. We attempt to ensure there is compatibility between the qualifications, skills and experience of admitted students and the demands of the programme, through the use of a dedicated recruitment and admissions team.

4 Entry requirements

4.1 To be admitted to a programme of higher education prospective students must meet the entry requirements which are published by London Waterloo Academy on its website. We recruit students on to programmes based on current formal qualifications, experience, and English language ability.

4.2 Care is taken to maintain the completeness, accuracy and reliability of information in order to help students make informed decisions. London Waterloo Academy

reserves the right to amend, include or exclude any entry requirement/s, the content or other details of the programme, in response to any external changes, such as those informed to the College by awarding bodies (for example, Pearson/Edexcel). London Waterloo Academy also reserves the right to withdraw a programme in response to low demand, as a consequence of lack of capacity or any other delivery imperative. However, in all such eventualities, students will be informed at the earliest opportunity and will be provided with guidance and support about alternative options that may be available. In the case of the withdrawal of a programme, alternative options will be provided, the acceptance of which is the decision of the prospective student.

4.3 Applicants are advised that the stated entry requirements are strictly adhered to by London Waterloo Academy.

a) Formal education qualifications

Prior to enrolment, applicants will be asked to provide evidence of original certificates of formal education qualifications. The following are the formal certificated entry requirements for the BTEC HNC/D:

- Four GCSEs passes – English and Mathematics compulsory
- Minimum of one A Level at Grade ‘A’ to ‘E’
- BTEC Level 3 or equivalent

Equivalent formal certificated qualifications are accepted. Where possible the College uses the NARIC database to determine equivalent GCSE and A level qualifications if taken overseas. **All overseas qualifications must be verified by NARIC.**

b) Mature Students / Work or other relevant experience

A prospective student requesting consideration of relevant work or other experience as meeting, in part or fully, the stated entrance requirements for a programme must submit written evidence in support of their application. The Admissions team will advise prospective students about the work or other experiential evidence that would be acceptable. The following requirements, evidence and documentation is required:

- Minimum age of 18 years
- Mature students with a minimum of one year or more relevant work Experience

- A Statement by the prospective student outlining their work experience e.g. CV
- Evidence to support the above statement, for example an appointment letter, reference from employer, etc.

c) English language

Home (UK) students may be required to sit a Diagnostic English Test to assess their English proficiency. International students must provide a Secured English Language Test Certificate to demonstrate their English Proficiency. Pearson has set a minimum English language requirement to apply from 1 January 2015 for HNDs of:

- ESOL B2 Level Qualification, IELTS 5.5, or equivalent.

d) Overseas (non-UK/EU) prospective students

In line with the requirements of the Awarding Body – Pearson/Edexcel – all students are required to take an English language test before application, commensurate to level B2 of the Common European Framework of Reference (CEFR). London Waterloo Academy will assess the English proficiency level of prospective students to determine their English language capability to complete the programme. Each student will be invited to an interview at which full information, advice and guidance will be offered by the Admissions Team to ensure capacity and fitness to study, as well as to indicate testing centres for the completion of the required English test. Tests commensurate to level B2 of the CEFR include those offered by IELTS, TESOL and PET, and recommendations for testing centres and testing dates are made to students based upon their geographical locality by the Admissions Manager.

All overseas students are required to sit a Diagnostic English Test before an offer of a place on a programme is made. International students are required by law to produce a SELT (Secured English Language Test) certificate to demonstrate their proficiency of English. The following link provides the list of Secured English Language Tests approved by the Home Office.

<http://www.ukba.homeoffice.gov.uk/sitecontent/applicationforms/new-approved-english-tests.pdf>

5 Acceptance of applications from prospective students

- 5.1 Prospective students will be informed of the outcome of their application via email. London Waterloo Academy will carefully consider all applications which fulfil the stated entry requirements, and will make either a conditional offer, a non-conditional offer, or a rejection; in all cases further advice and guidance will be offered.
- 5.2 In the event of prospective students not fulfilling the requirements for acceptance, London Waterloo Academy will provide feedback, upon request, with the reasons given for non-acceptance. London Waterloo Academy will also provide alternative programme options to such students, should there be any available and as long as they have the entry qualifications as stated on the student's application and required by the programme.
- 5.3 London Waterloo Academy reserves the right to refuse an application from any student on the following (not limited) grounds:
- Limited availability of places
 - Application for enrolment on a programme made on the basis of falsified documentation
 - Lack of capacity or resources to run the programme
 - The general interests of the wider community of students and staff
 - Inability to meet a student's special requirements
 - If a student is unable to meet the entry requirements for the programme
 - Submission of documents or information found to be misleading

Additional reasons to reject an application made by an overseas (non-UK and non-EU) prospective student:

- Previous or current application made to the Home Office, for extension of Tier 4 student (General) visa, on the basis of forged documents or any other means of deception
- Banned by the Home Office to apply for Tier 4 student (General) visa or instructed to leave the UK due to any reasons

It is the responsibility of prospective students to declare their true and current immigration status at the time of submitting application for entry to a higher education programme offered by London Waterloo Academy.

6 Recognition of Prior Learning

- 6.1 London Waterloo Academy makes provision for prospective students to evidence prior learning and for this to be recognised. This is consistent with policies stated by Pearson/Edexcel. Prospective students are required to demonstrate that they already have the knowledge, understanding and skills needed to achieve the learning outcomes stated by Pearson/Edexcel in the appropriate Unit(s). Evidence will be evaluated against the learning outcomes and assessment criteria from the relevant qualification specification. It is the responsibility of the prospective or current student to demonstrate, with objective evidence, that he or she has already achieved the appropriate and claimed learning outcomes for the relevant part of the programme. The College will only recognise prior learning which is equivalent on a like-to-like basis for the programme under application.

7 Appeals and complaints concerning the recruitment, selection and admission process

See separate procedure below for students wishing to lodge an appeal against the Academy's admission decisions.

8 Applicants with special needs/disabilities

- 8.1 Applicants with disabilities and/or additional learning needs are considered on the same academic grounds as all other applicants. Prospective students will be requested to self-declare such needs at the point of application to ensure appropriate levels of support can be available to support the programme of studies. London Waterloo Academy does reserve the right to refuse admission due to lack of capability or resources to meet the additional learning needs provided by the prospective student in their application.

9 Selection and admission Procedure

- 9.1 Applying to London Waterloo Academy is a straightforward process. The following are the stages involved:

Stage 1: The application

- 9.2 The first stage is to fully complete an application form for the programme(s) of study you wish to be considered for. Prospective students are advised to read about the programme and the entry requirements, and visit London Waterloo Academy's website before completing out an application form. A hard copy of the

completed application form must be submitted along with the following documents:

- One passport size photograph
- Copy of the pages of the passport containing photograph, passport number, passport expiry date, previous visas (in case of non EU/non-UK) or birth certificate and personal details
- Relevant credentials such as certificates of educational attainment, work experience and other relevant supporting documents
- SELT (Secured English Language Test) certificate (in the case of non-EU/non-UK students)
- Proof of funds to pay the programme fees (in the case of non-EU/non-UK students)
- Proof of English language capability to a level commensurate to B2 of the Common European Framework of Reference.
- Proof of Address e.g. any bills in your name.

9.3 Please note, if any documents or certificates are in a language other than English, it is your responsibility to present an English translation version. The translation in English must be done by an authorised and recognised translation body and must be on the letterhead signed by a relevant member of staff of the recognised translation body. London Waterloo Academy will not accept the translated document if the document is not authentic. London Waterloo Academy reserves the right to contact any organisation for the verification of documents submitted as part of the application process.

9.4 A prospective student may hand over their completed application form along with copies of the supporting documentation to the Admissions Officer. The application form and the copies of the supporting documentation may also be posted to: The Admissions Office, 103 Waterloo Road, SE1 8UL.

Stage 2: Assessment of the application

9.5 The Admissions Team will assess your application and supporting documentation. The application will be returned if incomplete and not all supporting documentation has been provided by the prospective student.

Stage 3: Verification of documentation

- 9.6 If the application is complete and all supporting documentation has been provided, the prospective student will be invited by a member of the Admission Team to attend the College for the purpose of verification of documents. At this visit, the prospective student will need to bring the original version of all the qualifications submitted in support of the application. *Once authenticated, the staff member of the Admission Team will stamp the copies of the documentation supplied after viewing the original to indicate the documents have been authenticated.*

Stage 4: Diagnostic English Test / Literacy & Numeracy Test

- 9.7 Once the application has been received and documentation verified, the Admissions Team will assess the application against the stated entry criteria for the programme(s) applied for.

Prospective students, if in the UK, will be invited to sit the Literacy & Numeracy test.

An application that is successful at this stage will result in the confirmation of a conditional offer, a non-conditional offer, or a rejection.

Stage 5: Enrolment letter

- 9.8 The outcome of the English test will be notified to the prospective student within ten working days of the test being taken. Where the diagnostic English test has been passed according to stated and published criteria, the prospective student will be informed by letter or by email with an offer of a place on the programme together with information about enrolment and the induction process. The letter will provide information regarding fees, any loan facilities available to the student, and advise the date of the induction week and the start of the semester.

Stage 6: Induction Day / Start date / Enrolment Form

Successful students will be invited to an Induction Day where the:]

1. Enrolment Form will be completed
2. Individual Learning Plan completed
3. Student Union Representative introduces SU Card and benefits

10 Consent and use of information

- 10.1 By signing and submitting the application form, prospective students give consent to London Waterloo Academy for processing the information provided on the form for selection, admission, enrolment, communication and administrative purposes. The prospective student further agrees to the processing and disclosure of the details for any purpose connected with their studies, or for any other legitimate purpose

including the compilation of statutory statistical data and personal returns. All application information supplied by the prospective student is treated in strict confidence and is only shared between the applicant, the Admissions Manager and any members of the Admissions Team, relevant authorities, and concerned academic personnel. All data is held and processed in accordance with the provisions of the Data Protection Act (1998).

11 Questions and feedback

- 11.1 London Waterloo Academy wishes prospective students well in their application for a programme of studies. The Admissions Manager is available at all stages of the admissions and enrolment processes to offer advice and support. If you have any questions as you make an application please contact info@waterlooacademy.co.uk.
- 11.2 If you have any comments to make about this Admissions Policy and Procedure, you are welcome to do so via info@waterlooacademy.co.uk.

Admissions Appeal Procedure

1.0 Overview

London Waterloo Academy is committed to the recruitment of students with the greatest academic ability and potential, and will publish entry requirements which should be considered as guidance to potential applicants.

All eligible applications are considered on their individual merits and treated in a fair and equal way, utilising a holistic approach, based on all information provided to the College through the application process. Applicants should be aware that even those who meet or exceed the minimum entry requirements for consideration may be unsuccessful in their application.

The College is committed to providing individual feedback to applicants who receive an unsuccessful decision. Initial feedback will be provided with any unsuccessful decision, but more individual feedback is available on request. Where applicants feel that they have met the entry requirements but have not been offered a place, they are encouraged to request feedback in the first instance in order to better understand our decision.

2.0 General principles underlying the policy and procedures

- The policy and procedures for handling student appeals and complaints are transparent, explicit, clear, and consistently applied.
- Students are offered unbiased guidance and advice, where appropriate.

- The policy and procedures for handling student appeals and complaints are fair, effective and time-bound.

3.0 Admissions appeals

London Waterloo Academy defines an admissions appeal as a student's wish to formally challenge a decision by the College not to admit them to their chosen programme of study, with the view to having that decision overturned.

3.1 Lodging appeals and complaints

Students wishing to lodge an admissions appeal should do so within 4 weeks of receiving the decision not to admit them to their chosen programme of study.

3.2 Responding to appeals

LWA will acknowledge receipt of appeals and complaints by email normally within **24 hours**.

Appeals submitted in accordance with this policy will be handled by LWA and a response provided to the student by email within **4 weeks**. The process will be expedited for students who have lodged admissions appeals relating to programmes starting imminently.

4.0 Procedure for lodging an admissions appeal

Students wishing to lodge an admissions appeal should do so by email to info@waterlooademy.co.uk and address their appeal to the Director of Admissions. They should give their full name and student identification number, if applicable, and append the correspondence from LWA that states that their application is rejected. Students should outline in their email the grounds for their appeal, i.e., the reason(s) they feel that London Waterloo Academy should reconsider its decision not to accept them onto their chosen programme.

5.0 Procedures for handling admissions appeals

The Appeals Panel will meet within 10 working days of the appeal deadline. The panel will consist of the Principal and at least two members of the College management team. The Appeals Panel will consider the written evidence presented in each case on an individual basis and communicate decisions in writing within four weeks of the appeal being lodged.

The decision of the Appeals Panel is final.

Please note, decisions are made based on the application of academic judgment by professional admissions staff. The outcome of the application will not be reconsidered on the grounds of disagreement with that academic judgement and decisions may only be appealed on procedural grounds as detailed in this policy.



Learner Appeals Form

This form should be used by a learner wishing to appeal against a test result or a portfolio assessment decision.

Please provide the following information.

Learner full name: _____

Learner registration number: _____

Programme Title _____

Portfolio Assessment Title: _____

Date of Submission: _____

In the box below, Please give your reason for appeal against the portfolio assessment decision. You may include any supporting evidence.

When you have completed the form, it should be returned along with any supporting evidence to the Programme Manager, who will arrange a meeting to discuss the decision and your appeal once he/she has had an opportunity to review it.

Reason for Appeal

A large empty rectangular box with a black border, intended for providing the reason for appeal.

DOCUMENT CONTROL BOX	
Policy / Procedure title:	Admissions Appeals Policy and Procedure
Policy owner:	Academic Board
Lead contact:	Principal
Audience:	Staff /Students
Approving body:	Academic Board
Date approved:	June 23, 2015
Implementation date:	June 23, 2015
Date approved	July 27, 2015 (Version 1.0)
Implementation date	August 03, 2015 (Version 1.0)
Next review date:	December 2015
By Whom:	Quality Assurance Manager
Related Policies	Principal