

## **Norwich University of the Arts**

### **Admissions - Applicant Appeals Procedure**

#### **1. Introduction**

- 1.1 Norwich University of the Arts (the University) is committed to good practice in admissions and to ensuring applicants are provided with a fair, transparent and inclusive admissions process.
- 1.2 These guidelines cover how the University deals with appeals against an admissions decision. The following procedures have been formulated to assist applicants who believe that they have grounds to appeal a decision, and seek a formal review.
- 1.3 The University is committed to resolving appeals as promptly as possible. However, an applicant making an appeal should be aware of his/her responsibilities in responding in a timely fashion to communications about the appeal, and of the possible delays in processing appeals submitted during or near University vacation time when relevant members of staff may not be available.
- 1.4 Applicants who wish to make a complaint about the admissions process should refer to the Applicant Complaints Procedure.

#### **2. Appeals Procedure**

- 2.1 The University defines an appeal as a request to review a decision that the institution has made. In the case of the admissions procedures, this will be a decision on an application made to the University.
- 2.2 Applicants should only use the Appeals Procedure where they believe that they have adequate grounds for doing so (see 2.3 below). These procedures should not be used solely because an applicant has been unsuccessful in the admissions process.
- 2.3 Applicants may appeal an admission decision on the following grounds:
  - i) Where the applicant has reason to believe that the University has not followed its admissions procedures;
  - ii) Where the applicant has further pertinent information that was not provided during the original application process and has valid reasons for not previously supplying such information.
- 2.4 Applicants may not appeal against the academic judgement of University staff who are responsible for making the decision on the application.

Vice-Chancellor: Professor John Last

- 2.5 Appeals should be made in writing to the Academic Registrar within 10 working days of notification of the decision. Appeals should be made directly by the applicant and should clearly state the grounds on which the appeal is being made. The applicant should quote their UCAS identification number (where applicable) on all correspondence, and include details of the course applied for, date of interview, and any other information that they consider pertinent to the appeal.
- 2.6 Upon receipt of an appeal against an admissions decision, the Assistant Registrar: Academic Support will forward the appeal to the appropriate Dean of Faculty within 5 working days and request that the application records be reviewed.
- 2.7 The Academic Registrar and Dean of Faculty will review the application records and establish whether the applicant has grounds for a reconsideration of the application decision.
- 2.8 Where it is established that the applicant has grounds for appeal, the Dean of Faculty, in consultation with the Course Leader, will formally review the decision. The outcome of this process may result in:
  - i) an amended decision; or
  - ii) the offer of a second admissions interview, to be held with staff other than those present at the first interview; or
  - iii) confirmation that the original decision is upheld.
- 2.9 The Dean of Faculty will formally notify the Academic Registrar of the outcome of any reconsideration, stating the reasons for the decision.
- 2.10 The applicant will be notified in writing of the outcome of the appeal within 10 working days of receipt of the original request for appeal.
- 2.11 The decision of the Academic Registrar and Dean of Faculty is final and represents the final outcome of the admissions process.

### **3. Anonymity**

- 3.1 Anonymous appeals will not be considered.
- 3.2 Applicants will not be discriminated against or suffer recrimination as a result of making an appeal unless it is found to be vexatious or malicious.

### **4. Confidentiality**

- 4.1 It is the University's expectation that the confidentiality of the documentation generated by an appeal will be respected by all parties.