



Recruitment, Selection and Admissions Policy and Procedure

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Introduction and Background

This document sets out:

- How Regent Hill London (RHL) approaches the admission of students
- Roles and responsibilities at RHL and our partners
- Entry criteria
- The admission process from initial information and enquiry through to enrolment and induction on the programme, and the contract between the student and RHL including key elements from our terms and conditions
- What happens when we need to make changes to our programmes during the admissions process
- How an applicant may appeal against an admission decision
- How an applicant may complain about the admission process
- How we disseminate, implement, monitor, review and develop this policy and procedure.

The Competition and Markets Authority (CMA) publishes guidance to UK higher education institutions to help them understand their responsibilities under the Consumer Rights Act 2015. This applies to the relationship between the higher education provider and prospective and current students. The guidance says that:

- Information provided to prospective and current students should be up front, clear, timely, accurate and comprehensive
- Terms and conditions for students should be fair
- Complaint handling processes and practices should be accessible, clear and fair.

This policy abides by the CMA guidance on consumer law in the context of UK higher education and reflects the Key Practices from the UK Quality Code for Higher Education 2024 Principle 9 – “Recruiting, selecting and admitting students”.

RHL will apply this policy and procedure fairly and equitably while meeting our obligations for the maintenance of the academic standards and the achievement of our corporate objectives.

Our Approach to the Admission of Students

RHL is committed to creating and sustaining a positive and supportive, excellent teaching and learning environment for its students which:

- Is fair, equitable and mutually supportive
- Respects the diversity of students, encouraging and enabling them to achieve their full potential
- Acknowledges the rights of applicants to be treated with respect, dignity and fairly with regard to all policies, procedures, assessments and related activities.

All information contained in prospectuses, websites and other material used in the recruitment and admission of students will promote equality of opportunity. All staff

involved in the admission of students will have an awareness of equality and diversity through our Equality and Diversity Policy, which is available on our website:

<https://www.rcl.ac.uk/about/policies/>

RHL aims to operate its Recruitment, Selection and Admissions Policy and Procedure with integrity, transparency and professionalism in order to foster the widest participation and equality of opportunity, with a particular emphasis on adults returning to study and others looking for developmental opportunities via higher education.

Specifically, we adopt an assessing approach to admission, using a dedicated Student Recruitment Team, who support the student case file from first enquiry through the enrolment with the objective of matching the potential student with a programme of study which:

- Best meets their stated career aims and ambitions
- Is appropriate for their current level of preparation to study, evidenced via qualifications, skills and experience
- Is one from which they are likely to benefit from and complete.

In doing so, we will offer professional, fair and unbiased advice and guidance, referring applicants onwards if we are not able to match with an appropriate programme. A key element of our approach is engagement with applicants. This is likely to include a digital meeting, and where appropriate, may also include face-to-face engagement before the offer of a place.

We are committed to upholding freedom of speech. No applicant will be refused admission based on lawful expression, views, beliefs, or opinions.

Roles and Responsibilities

Setting and monitoring of admission criteria and target numbers

Broad entry criteria are set by our partner awarding organisations. Target numbers are principally determined via student number caps or contracts from the relevant regulatory, funding or partner body and take into consideration market research, resources and capacity. Within this, the allocation of target numbers to specific entry points, together with the implementation of/additions to entry criteria, are determined by the Chief Commercial Officer, with advice from the academic governance structure and ultimately approved by the Board of Directors. Entry criteria are published on RHL's website and some sector and third-party websites and directories. Our Student Recruitment Team advises on the general acceptability and equivalence of a range of entry qualifications.

Assessing and communicating with applicants

Our Student Recruitment Team receives and assesses all applications to study at RHL. A recommendation regarding the application, including any credit on entry, is made by the Student Recruitment Team against published criteria, on the basis of the written application, prior learning, and supporting documentation. Admissions

decisions are made by the Admissions Team in accordance with RHL's published entry criteria, policies and procedures, taking into account any academic recommendation or assessment where applicable. Communication with applicants is primarily managed by the Student Recruitment Team, including status of application, advising on the process including required additional activities such as Intention of Study Meetings, English testing or other assessments where required, offers of places, joining instructions and outcome communication to unsuccessful applicants. Applicants are also encouraged to contact the Wellbeing & Disability Team for information concerning mental health, wellbeing, and disability support services for students with disabilities or special educational needs, a communication process supported by the Student Recruitment Team member managing the file.

Publication of Information, enquiry handling and outreach

The Marketing, Recruitment and Admissions staff publish information for applicants, both web and print-based, and handle initial information, advice and guidance enquiries, normally via individual consultation meetings with each applicant, which can take place digitally or by telephone.

Monitoring and review

Monitoring and review of the admission cycle for each programme is undertaken by RHL staff within the particular annual and periodic review and/or reaccreditation exercise for the qualification/awarding body concerned. Academic Council draws on the outcome of this to review the cycle RHL-wide and consider the wider effectiveness of this Policy and Procedure and its implementation as practice.

Exceptions to the above

Where RHL delivers a programme on behalf of another education provider, for example, on a subcontract or franchise basis, and where the student is an Indirect Academic Student, then elements of the above may be undertaken by that provider, noting that RHL may still play a role. The details of each arrangement with each partnership are outlined in the partnership operations manual. Where a student is a Direct Academic Student, regardless of the awarding body this policy applies in full.

Responsibility of applicants

To operate the admission process in a fair, effective manner, we place certain obligations upon the applicant, namely:

- To provide complete, timely, accurate and truthful information as required
- To participate in any required assessment activity
- To update us as soon as possible if personal details or study intentions change
- When offered a place, to complete the enrolment process or decline the offer within the required timescale
- To provide any additional information required in a complete and accurate form prior to enrolment, including that relating to immigration status, eligibility to pay tuition

- fees, verification of identity and entry qualifications, declared disabilities or medical conditions
- To pay tuition and other fees to the value and schedule required by RHL.

Entry Criteria

Each programme publishes an academic entry requirement which applicants are required to fulfil.

RHL also has general entry requirements for all its programmes. These entry criteria are published on the RHL website and in the published programme specification for each programme.

We welcome a wide range of UK and International qualifications. More information on non-UK qualifications can be found on our website.

RHL also requires all applicants whose first language is not English to demonstrate their proficiency in English to a standard required to complete their chosen programme and to comply with UKVI requirements. Details of acceptable English Language qualifications, required levels of English Language and RHL's own internal Click English Language Programme can be found at:

<https://www.rcl.ac.uk/study/english-requirements/>

All students who do not meet the above requirements are usually required to take RHL's English language assessment (Click English Test). Applicants who do not meet the required English standard with this assessment are offered an appropriate English language programme designed to enable achievement of the required English level for admission to the desired programme.

The exemptions to the above requirements are:

- The applicant has studied full-time at a UK higher education provider for one year or more at a foundation year level or above; or,
- The applicant has studied full-time in the UK for two years or more at a lower level; or,
- The applicant is coming from [a majority English speaking country](#).

Where an applicant would normally qualify for an English language exemption, RHL reserves the right to request additional evidence of English language proficiency where there are reasonable grounds to believe the applicant's current English language ability may not be sufficient for successful study on the programme. Any request for further evidence will be proportionate and may be satisfied through an approved English language test or other RHL-approved method of verification.

Applicants may be asked to undertake additional assessment(s) to determine their suitability for the programme they are applying for and/or to identify whether they require any additional support in the first stage of the programme.

Applicants are not guaranteed a place because they meet or are expected to meet our entry criteria. Where places are limited and demand is high, we may use the information gathered in the admission process, described below, to select the best applicants and/or offer places for an alternate entry point. We also reserve the right not to offer a place in specific circumstances detailed in this policy or where an application does not meet its terms.

The admission process and key elements of terms and conditions

Please also see our [full terms and conditions](#). Unless otherwise stated, days refers to RHL working days.

Confidentiality and Disclosure

By submitting an enquiry and/or application to RHL, applicants acknowledge that RHL will process their personal data. All enquiries and applications are created as an electronic record on our CRM database and student administration system. Subject to the provisions of data protection, the information provided by applicants is only shared with the staff directly involved with processing the application or undertaking related management activity such as the administration of surveys and market research, compilation of statistics, verification activities, and the provision of further information. It is implicit that where referees are named, we have the applicant's permission to approach these.

However, where we need to undertake further checks involving a third party, including awarding bodies, previous education providers, employers, verification agencies, regulatory bodies, and partner institutions, we may undertake such checks where necessary to verify information submitted as part of the application process or to meet regulatory and compliance obligations, whilst noting that we may not be able to proceed with an application without such information or verification activity. Additional storage, usage and sharing of data applies once a student enrolls. These will be made clear in our full terms and conditions and Privacy Policy. RHL meets the requirements of the Data Protection Act 2018.

Stage A: Initial Information and Enquiry

We provide applicants with material information prior to application, including:

- This Policy and Procedure, including our entry requirements
- An overview of RHL, our programmes and tuition/other fees charged
- Our full terms and conditions
- Our tuition fee refund and compensation policy
- Our complaints procedure.

This information is provided via content and downloads on our website and also at some external websites and listings.

Applicants typically first register their interest via the enquiry form (either in person or online), as well as via email address or telephone numbers on our website. After doing

so, a member of our Student Recruitment Team is assigned to the student and will contact the applicant within two days to arrange a pre-application information discussion, to take place within the next five days. As part of this discussion, a member of Student Recruitment Team will discuss with the applicant their ambitions and study intentions in the context of work, study and English language achievement to date, in order to signpost the applicant to the most appropriate programme, or to provision elsewhere, prior to application.

Stage B: Application

All applications received at least twenty-eight days before the proposed entry point are given equal consideration. Applications received after that date will be considered on a first come, first served basis for any remaining vacancies on the programme.

To apply for a place on a programme, a completed application form, downloaded or accessed from the website, must be provided along with the following documents:

- Copy of the pages of the passport containing photograph, passport number, passport expiry date, previous visas (in case of non-UK) and personal detail
- Proof of Immigration Status (in case of Home, Non-British students)
- Relevant credentials such as certificates of educational attainment, work experience and other relevant supporting documents (copies accepted at this stage of application)
- Certification of English language capability to a level which meets the programme's entry requirements and any immigration status requirements
- Proof of funds to pay the programme fees (in the case of International, Sponsored students).

Where any of the above documents or certificates are in a non-Latin alphabet, it is the applicant's responsibility to present an English translation by an authorised and recognised translation body, on the letterhead and signed by a relevant member of staff of that body. RHL reserves the right to contact any organisation for the verification of documents submitted as part of the application process.

Applicants with disabilities or medical conditions are encouraged to declare this on the application form. In this case the application will be reviewed by the Student Wellbeing Coordinator who may also call on further professional advice to determine what adjustments, if any, RHL needs to make in order to support the student. We reserve the right to refuse admission where the student cannot be supported with reasonable adjustments, or to terminate enrolment in such cases where the student did not declare a disability/condition at application.

Applicants with unspent criminal convictions or cautions are required to declare this on the application form. RHL will only ask about relevant, unspent criminal convictions.

'Relevant' convictions are:

- Any kind of threat including (but not limited to) threatening behaviour, offences concerning the intention to harm or offences which resulted in actual bodily harm
- Offences listed on the Sex Offences Act 2003
- The unlawful supply of controlled drugs or substances where the conviction concerns commercial drug dealing or trafficking
- Offences involving firearms
- Offences involving arson
- Offences listed in the Terrorism Act 2006

Convictions that are 'spent' (as defined by the Rehabilitation of Offenders Act 1974) or will be spent at the start of the programme of study do not need to be declared. If you are uncertain as to whether your conviction is spent, please seek independent advice.

If you have declared a criminal conviction, the Admissions Manager, Senior Admission Officer and/or the Head of Admissions will contact you to seek further information on the conviction and to explain the procedure to you. It may also be necessary to approach third parties in order to request additional information (for example referees or your case worker/probation officer).

In such cases, the details of any relevant, unspent offence should be considered by the Criminal Conviction Panel, comprising the Chief Operations Officer, the Head of Programme and the Head of Admissions. The documentation will be presented in full, and a decision taken on whether the declared conviction(s) is/are such that the applicant will be accepted, rejected or special measures be put in place to facilitate effective support for the applicant and/or to protect other students and staff from perceived risk. Information on the criminal conviction will be gathered and a decision reached as promptly as possible to ensure that delays to the standard admissions process are minimised.

The following factors are among those that are likely to be considered by the Criminal Conviction Panel, comprising the Chief Operations Officer, the Head of Programme and the Head of Admissions:

- The nature of the offence(s)
- The time that has passed since the offence was committed
- Any additional information provided by other sources, such as referees, case workers, probation officers etc.
- If more than one offence was committed, the number of offences and whether each was a separate offence or a series of similar offences

One of the following decisions will be made:

- To require further information from the candidate or third party
- To confirm that the applicant has satisfied the criminal convictions condition with no further conditions. In which case the Admissions Manager or Head of Admissions will inform the applicant

- To confirm that the applicant has satisfied the criminal convictions condition but further measures are imposed, for example specific support for the applicant. In which case the Admissions Manager or Head of Admissions will inform the applicant of the conditions set
- To withdraw the offer of a place. In this case the Admissions Manager or Head of Admissions will inform the applicant.

In the event that an applicant's offer is withdrawn, the reason for the decision will be recorded by the Admissions Manager or Head of Admissions

Record Retention

The Admissions Manager or Head of Admissions will keep a record of all cases dealt with in accordance with RHL's Privacy Policy (<https://www.rcl.ac.uk/about/policies>). This record will ensure that any decision can be verified, to show that procedures have been correctly followed and to allow any feedback to the applicant if required.

Return to Study Applications

Former students who previously studied at Regent Hill London and withdrew or were withdrawn for non-academic reasons may apply to return to study, subject to RHL's admissions procedures and entry requirements applicable at the time of application.

Applications may require additional review and supporting evidence and may include consideration of:

- previous attendance and engagement
- academic progression
- the circumstances surrounding previous withdrawal
- readiness to return to study successfully

Applicants may be required to provide supporting documentation and/or attend an Intention to Study Meeting or other assessment activity as part of the review process.

RHL reserves the right not to offer a place where there are concerns regarding previous engagement, repeated withdrawals, lack of supporting evidence, or other factors relevant to the applicant's likelihood of successful completion.

Former students whose previous enrolment at Regent Hill London ended more than five years prior to the date of the new application will normally be considered under RHL's standard admissions procedures applicable to new applicants rather than under the Return to Study process. RHL reserves the right to review previous study history and engagement where relevant to the application.

Any offer issued may be subject to additional conditions and support arrangements where appropriate.

Applicants will be informed of the outcome in writing and provided with details of the relevant appeals and complaints procedures.

Internal Programme Transfers

Current students may request to transfer to an alternative programme, pathway, or subject area within RHL, subject to approval and the availability of places. Transfer requests will normally require consideration of:

- the student's reasons for requesting the transfer
- academic suitability and prior achievement
- programme-specific entry requirements
- attendance and engagement
- professional, regulatory, funding, immigration, and awarding body requirements where applicable

Students may be required to provide supporting information and/or attend additional academic review or assessment activity as part of the transfer process.

Approval of a transfer request is not guaranteed and may be subject to additional conditions or requirements.

RHL reserves the right to refuse transfer requests where the proposed programme is not considered academically suitable or where regulatory, professional, operational, or compliance requirements cannot be met.

Stage C: Assessment of Applications

Submitted applications will receive an acknowledgement of receipt within two days of receipt by RHL. The Student Recruitment Team will assess the application form and supporting documentation against our entry criteria and this policy, resulting in one of the following outcomes:

- Applicants may be required to attend an Intention to Study Meeting, credibility interview, academic interview, and/or other assessment activity as part of the admissions process. The nature of the assessment activity will depend on factors including, but not limited to, the programme applied for, level of study, applicant status, entry qualifications, immigration requirements, and whether the application is based on standard or non-standard entry criteria.
- Assessment activity may take place online or in person.
- Where the applicant is applying without certification of the required English language capability, they will be invited to take our Click English Test.
- Where the applicant will not meet the entry criteria: the applicant will be informed of this in writing and may be recommended the offer of a place on an alternate programme within Regent Hill London or externally (subject to any outstanding conditions) or that the application is rejected
- Where the application is incomplete and/or not all supporting documentation has been provided by the applicant, this will be outlined in the conditional offer and the Student Recruitment Team member will support the applicant and application until it is fully completed.

Applicants may be asked to undertake additional assessment(s) to determine their suitability for the programme they are applying for and/or to identify whether they require any additional support in the first stage of the programme.

Non-Standard Entry Applications

Applicants who do not meet the standard academic entry requirements for a programme may, in some circumstances, be considered on the basis of relevant professional experience, prior learning, and/or other evidence of academic potential.

Such applications may require additional review and assessment activity, which may include:

- consideration of professional and academic experience
- supporting documentation and references
- academic interview and/or other assessment activity
- review by a member of the academic team or relevant member of staff

RHL reserves the right to determine whether an applicant demonstrates sufficient preparedness, experience, and potential to succeed on the programme applied for.

Approval for further consideration under non-standard entry arrangements does not guarantee an offer of a place.

Decisions relating to non-standard entry applications will be recorded in accordance with RHL's admissions and data retention procedures.

Stage D: Outcomes of the Application

Following recommendations resulting from consideration of the completed application form and the outcome of the intention to study meeting, credibility interview, academic interview and/or any other assessment activity, where applicable, the Admissions Team will review the application against RHL's published entry criteria, policies and procedures.

Our Admissions Team will then communicate one or more of the following outcomes to the applicant via email:

- Offer in principle
- Conditional offer of a place
- Unconditional offer of a place
- Offer of a place on an alternate programme within Regent Hill London (subject to any outstanding conditions) or recommendation of alternative programmes externally
- Not to offer a place, including the reason for this and details of the admissions appeals process.

Confirmation of a place and/or enrolment is subject to satisfactory completion of any required conditions, verification activity, document checks, academic approval, compliance requirements, and/or partner institution requirements where applicable.

The Admissions Team will normally review and communicate an admissions outcome within two working days of receipt of a completed application and any required assessment activity.

An offer of a place will be followed by the following pre-contract information. This information will be provided by Regent Hill London (if a Direct Academic Student) or by the awarding body (if an Indirect Academic Student) (within or attached to the email unless otherwise noted below):

- Any conditions to be met by the applicant (and the date by which they must be met) prior to enrolment
- This Admissions Policy
- Details of tuition and other fees payable, the process and timescale for payment and our refund policy
- Regent Hill London's full terms and conditions
- For any student requiring Sponsorship under the New Student Route Visa: details of what we will require in order to issue a Certificate of Acceptance for Studies (CAS). We will normally issue a CAS to visa nationals within five days once all of the following are in place:
 - The applicant has confirmed in writing that they will be taking up our offer of a place
 - All offer conditions have been met
 - Advance payment in cleared funds for the first two terms' tuition and related fees has been received in full.

All applicants are required to provide us with evidence of their right to enter and study in the UK. This must be evidenced before an unconditional offer is issued.

RHL reserves the right to withdraw an offer to study where an application is found to:

- contain fraudulent or falsified documents
- contain misleading or false information
- have omitted key information from their application (including failure to declare a criminal conviction)
- involve collusion (where the content of the application submitted is not the work of the applicant)
- be plagiarised
- involve abusive, threatening, aggressive, discriminatory, or inappropriate behaviour towards RHL staff, applicants, students, or representatives, or demonstrate persistent refusal to comply with reasonable admissions processes or requirements
- result in RHL determining that it is no longer appropriate to continue considering the application or any future application from the applicant.

Stage E: Induction and Enrolment

All applicants offered a place are invited to enrol for and commence the programme of studies. Once all offer conditions have been met, the applicant will enrol by completing the online enrolment process, formally accepting our terms and conditions, agreeing to pay any fees in full and either paying the tuition fees due or providing acceptable proof of who will be paying these fees.

Applicants are expected to complete enrolment before the programme start date. Where enrolment is not completed within the required timeframe, the offer of a place will normally be withdrawn, and the applicant will not be permitted to continue with their studies.

Once enrolment is completed, an email will be sent to the student confirming this and a legal contractual agreement will then exist between the student and RHL. This is made up of the following, which students are strongly advised to read in full before enrolling:

- This Policy and Procedure
- Regent Hill London's terms and conditions
- Tuition Fee Refund and Compensation Policy

Cooling-off Period

Students have the legal right to change their minds and cancel this agreement during the cooling off period. The cooling off period is within fourteen days of the start date of the student's programme. To cancel this agreement, students must complete, sign and return our cancellation form to the Enrolment Team at RHL within these fourteen days. Where the agreement is cancelled, we will refund in full any fees already paid to RHL by the student or their financial sponsor.

International students studying under the Student Route may submit a cancellation request during the cooling-off period; however, refund eligibility and related arrangements will be considered in accordance with RHL's Student Fee and Refund Policy.

When We Need to Make Changes to Our Programmes

Change of Programme Offer

If we are unable to offer a place on the programme and/or entry date applied for because, for example, the student does not meet the entry requirements or the programme is full, we may offer an alternative programme or start date instead. Our Student Recruitment Team will contact the applicant to discuss the alternative before the offer is processed. Where this is not possible, the alternative offer will be made in writing before the offer is processed. RHL takes all steps to avoid changes to a programme after it has opened for applications for a given entry date and in particular within a month of intended start date. However, we reserve the right to change programme dates, cancel programmes and units, change tutors and locations for

reasons such as non-availability of venues, insufficient student numbers or staff sickness and absence.

Where an applicant already holds an offer for the programme and date concerned but has not yet enrolled, we do our best to ensure that the applicant's study intentions can be met. In this case our Student Recruitment Team will discuss the available options directly with the applicant and offer one or more of the following options as circumstances allow:

- Entry to the original programme/semester as planned

Deferring our offer by one or more intakes, noting that deferred applicants may be required to meet the entry criteria, policies, procedures, and regulatory requirements applicable to the new intake

- Transferring our offer to an alternate Regent Hill London programme for the original entry intake
- Supporting the applicant in securing a place on a similar programme at another provider, this is likely to include our partner institutions
- Where all of the above options at the RHL have been exhausted, cancelling our offer.

Changes to Programmes vs. Contractual Agreement

Where we make changes to a programme after enrolment, which materially disadvantage the student, the student may withdraw during the cooling off period, with a full refund to the fee payer of fees already paid to us. Alternatively, or after the cooling off period RHL will make an appropriate refund considering the proportion of the programme completed. In addition, should the changes involve permanent cancellation of the programme, delaying the programme start or continuation dates by more than two calendar months or relocating the teaching of one or more units outside of the Greater London area, or which cannot be delivered via digital synchronous means, we will reimburse the student for any reasonable costs already incurred, directly and exclusively associated with the programme (e.g. visa or travel costs).

Admissions Appeals and Applicant Complaints

RHL is committed to ensuring that admissions decisions are fair, transparent, and consistent.

Key Principles

- Admissions Appeals and Applicant Complaints are separate processes and will be considered under different procedures.
- Admissions Appeals relate solely to the review of admissions decisions and are governed by Annex A – Admissions Appeals Procedure.
- Applicant Complaints relate to concerns regarding the admissions process, recruitment activities, customer service, communication, staff conduct,

published information, or admissions administration and are governed by Annex B – Applicant Complaints Process and the Student Complaints Procedure.

- Applicant Complaints should normally be raised through Stage 1 Early Resolution with the Admissions Team before progressing to a formal complaint under the Student Complaints Procedure.
- The Student Appeals Procedure applies only to enrolled students and is not available to prospective applicants.

Further details, responsibilities, and timescales are contained within **Annex A** and **Annex B**.

ANNEX A – Admissions Appeals Procedure

1. Purpose

This procedure applies to prospective applicants who wish to request a review of an admissions decision made by Regent Hill London.

This procedure is separate from the Student Appeals Procedure and applies only to applicants who have not yet enrolled as students.

2. Grounds for Appeal

An Admissions Appeal may only be submitted on one or more of the following grounds:

- A material administrative error occurred during the admissions process.
- A procedural irregularity occurred which may have affected the outcome.
- Relevant information submitted within the published timescales was not considered.
- There is evidence of unfair treatment, discrimination, bias, or a failure to follow RHL's Recruitment, Selection and Admissions Policy and Procedure.

Appeals will not be accepted solely because an applicant disagrees with the academic, professional, or admissions judgement reached by RHL.

3. Stage 1 – Admissions Appeal

Applicants must submit an appeal in writing within 10 working days of the admissions decision being communicated.

The appeal must clearly state:

- The grounds for appeal.
- The outcome sought.
- Any supporting evidence.

Responsibility

The appeal will normally be considered by the Head of Admissions or a nominee who has had no involvement in the original admissions decision.

Outcome

RHL will:

- Acknowledge receipt within 5 working days.
- Review the appeal and supporting evidence.
- Issue a written outcome within 20 working days.

The outcome will include:

- The decision reached.
- The reasons for the decision.
- Details of the right to request a Stage 2 Review.

4. Stage 2 – Admissions Appeal Review

Applicants who remain dissatisfied may request a review within 10 working days of the Stage 1 outcome.

The review is not a reassessment of the application.

The purpose of the review is to determine whether:

- The Recruitment, Selection and Admissions Policy and Procedure was applied correctly.
- Relevant information was considered.
- The Stage 1 decision was unreasonable based on the evidence available.
- A procedural irregularity, administrative error, bias, discrimination, or unfair treatment occurred.

Responsibility

The Stage 2 Review will be conducted by an independent senior member of staff who has had no prior involvement in the application, admissions decision, or Stage 1 Appeal.

The reviewer will normally be another senior manager nominated by the Head of Admissions.

Outcome

The reviewer may:

- Uphold the appeal.
- Partially uphold the appeal.
- Reject the appeal.
- Refer the matter back for reconsideration where a material procedural irregularity is identified.

The review outcome will normally be issued within 15 working days.

The outcome will be provided in writing and will include reasons for the decision.

The Stage 2 Review outcome is final and concludes RHL's internal Admissions Appeals process.

The outcome letter will:

- confirm the decision reached;
- provide the reasons for the decision;
- confirm that the internal Admissions Appeals Procedure has been completed; and
- advise the applicant of any further rights or options available to them.

As admissions matters relating to prospective applicants are not normally within the jurisdiction of the Office of the Independent Adjudicator (OIA), **no further internal right of appeal exists following the Stage 2 Review outcome.**

5. Admissions Appeals Timescales

Activity	Timescale
Appeal submission	Within 10 working days
Acknowledgement	Within 5 working days
Stage 1 outcome	Within 20 working days
Stage 2 review request	Within 10 working days

Review acknowledgement	Within 5 working days
Stage 2 review outcome	Within 15 working days
Completion of process	Normally within 50 working days

ANNEX B – Applicant Complaint Process

1. Purpose

This process applies to prospective applicants who wish to raise concerns regarding recruitment activities, admissions administration, customer service, communication, staff conduct, published information, delays, or other aspects of the admissions experience.

Applicant Complaints are distinct from Admissions Appeals.

2. Stage 1 – Early Resolution

Applicants should normally raise concerns with the Admissions Team in the first instance.

The purpose of Stage 1 is to seek an early and informal resolution.

This may include:

- Clarification.
- Explanation.
- Corrective action.
- Apology where appropriate.
- Other reasonable actions to resolve the concern.

Responsibility

The Stage 1 process will normally be managed by:

- Admissions Officer;
- Senior Admissions Officer;
- Admissions Manager; or
- Head of Admissions.

Where the complaint concerns the Head of Admissions, an alternative manager will be appointed.

Outcome

Stage 1 should normally conclude within 10 working days of the concern being raised.

Where the matter is resolved, the complaint will be closed.

Where the matter is not resolved, the applicant will be advised of their right to submit a formal complaint under the Student Complaints Procedure.

3. Stage 2 – Formal Complaint

Where an applicant remains dissatisfied following Stage 1, or where the matter is sufficiently serious or complex, a formal complaint may be submitted under the Student Complaints Procedure.

Responsibility

Formal complaints are managed by the Academic Quality Team in accordance with the Student Complaints Procedure.

The Academic Quality Team will determine eligibility, investigate the complaint, and arrange consideration under the Student Complaints Procedure.

Formal complaints and any associated review requests will be managed in accordance with the Student Complaints Procedure, including the issue of outcome correspondence and any completion of procedures arrangements where applicable.

4. Review Stage

Applicants who remain dissatisfied with the formal complaint outcome may request a review in accordance with the Student Complaints Procedure.

All review requests, grounds for review, timescales, and outcomes will be managed in accordance with the Student Complaints Procedure.

5. Applicant Complaints Timescales

Activity	Timescale
Stage 1 concern raised	Day 0
Stage 1 outcome	Within 10 working days
Submission of formal complaint	Within 10 working days of Stage 1 closure
Formal complaint investigation	As set out in the Student Complaints Procedure
Review request	As set out in the Student Complaints Procedure
Review outcome	As set out in the Student Complaints Procedure