



Admissions Policy and Procedure for Home Students

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|------------------------|---|
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| Approved by & date: | SMT January 2023 |
| Linked policies: | Student Handbook Terms and Conditions Safeguarding Policy Diversity & Equality Policy Induction Pack Student Charter Complaints Policy Student Protection Plan |

| | |
|--------------------|--|
| External reference | UK Quality Code UKSCQA/02 Expectations for Quality, Core Practice 1 (p3); Admissions recruitment and widening access Guiding Principles 1-6 UK Council for International Student Affairs (UKCISA) (https://www.ukcisa.org.uk/NewsWall) Data Protection GDPR regulations |
| Audience: | OBC Staff, Students and Website (General Public) |

Contents

- 1. Introduction..... 3**
- 2. Purpose 3**
- 3. Precedence 3**
- 4. Aims and Objectives 3**
- 5. Aims and Objectives 4**
- 6. Admissions Quality 5**
- 7. The Admissions Process..... 7**
 - 7.1. Stage One: Making Contact..... 7*
 - 7.3. Stage Two: Documentation 8*
 - 7.4. Stage Three: Test and Academic Interview 10*
 - 7.5. Stage Four: Enrolment and Registration..... 14*
 - 7.6. Induction..... 16*
 - 7.7. Start attending classes 17*
 - 7.8. Late Starters 17*
 - 7.9. Compliance 17*
 - 7.10. Admissions Flow Chart..... 19*
- 8. Scholarships & Bursaries 20**
- 9. Admissions Complaints and Appeals 20**
 - 9.1. Scope..... 20*
 - 9.2. General Principles..... 20*
 - 9.3. Making a Complaint..... 21*
- Appendix 1 Catchment Area Maps..... 22**
- Appendix 2 Catchment Area Exemption (CAE) Form 26**
- Appendix 3: Flow Chart of Complaints Procedure and Time Frames 28**
- Appendix 5: Applicant Complaints Form..... 26**

1. Introduction

The College is committed to providing a robust admissions process that ensures fairness, transparency, and equal opportunities in line with the guiding principles of the UK Quality Code and within the legal framework of the United Kingdom. The College welcomes applications from candidates regardless of their background and actively encourages applications from diverse communities including those who may be disadvantaged and face barriers to higher education.

2. Purpose

The purpose of the Admissions Policy is to inform staff members, students, and all stakeholders about the College's strategy for admissions and how it is implemented, and the process of admitting students into a course of study at the College in order to implement the admissions strategy.

3. Precedence

The Admissions Policy and Procedures of awarding bodies (e.g., Pearson) and OBC's university or college partner(s) will take precedence over this policy and procedures where the following applies:

Students are being admitted onto a course leading to a qualification by a recognised awarding body (e.g., Pearson) or one that is being delivered by OBC in partnership with a university or college such as Bucks New University (BNU), the University of West London (UWL) or Ravensbourne University, London (RUL). The relevant awarding body or partner university or college requires OBC to follow their Admissions policy rather than the OBC policy provided here.

4. Aims and Objectives

The College's Admissions strategy is aligned to two strategic priorities from the College's Strategic Plan:

- Sustainable growth and development
- Harnessing the benefits of inclusion and diversity

An important aspect of the College's approach to sustainable growth and development is to prioritise access to higher education for non-traditional students in low participation areas. These may be first- generation university students, those from low-income households, minority ethnic/racial backgrounds, mature students (age 21 or over on university entry), and/or those with a declared disability. The College aims to provide students with the opportunity to study in a location

near to where they live and/or work in order to reduce the amount of travelling they need to do and their CO2 emissions.

In order to harness the benefits of inclusion and diversity, the College strives to recruit a diverse body of students in terms of gender, background, ethnicity and beliefs, and to provide opportunities and support to less represented groups in order to reduce barriers to admission into higher education.

The College aims to achieve the objectives of its admissions strategy through the following initiatives:

- Marketing campaigns that focus on recruiting students from target communities.
- Investing in access and participation leading to successful graduate outcomes of target groups at every campus.
- Promoting an OBC scholarship programme at each campus and spreading awareness so that target groups are aware of the programme through various College platforms.
- Establishing the College's reputation as a promoter and ambassador of diversity in the workplace and the benefits it brings.
- Continued research dedicated to providing insights into the needs and expectations of the student groups the College aims to attract.
- All campuses equipped to support a high-quality student experience. The interior of the College to be inviting and conducive to learning, including a high-quality service from admissions staff from the moment they enter the college and begin their application.
- To play an active and visible role in the community through engagement with local organisations and participation in local community events.
- To locate campuses as close as possible to where students live in order to reduce their travel time and CO2 emissions.

5. Aims and Objectives

The Admissions Policy aims to attract suitable students and support them with informed decision making in order to prepare them for academic success and gainful employment, promotion in their existing careers or to start their own businesses.

The objectives of the Admissions Policy are to ensure that:

- Students are recruited from a wide range of backgrounds with priority given to non- traditional students from low participation areas.
- Students are provided with good quality support and information in order to make informed decisions about their application at the College or any other organisation.
- Only students who have the potential and motivation to succeed in the College’s higher education programmes are admitted.
- There is a fair and robust process for ensuring that applicants meet relevant entry criteria and those who do not, are offered alternative training and support leading to successful applications in future.
- Work experience is considered as an alternative to formal qualifications when assessing whether an applicant meets entry criteria.
- Elimination of discrimination on the grounds of gender, age, marital status, race, nationality, ethnic or national origin, sexual orientation, religious beliefs, disability, family circumstances, parental status, or any other inappropriate grounds.
- All applicants are appropriately guided and supported through the admissions process according to their needs.
- All applicants are attended to by admissions staff as quickly and fairly as possible.
- All applicants are encouraged to study in a campus nearest to where they live.

6. Admissions Quality

In accordance with the UK Quality Code core practice on expectation of quality, OBC aims to provide a reliable, fair and inclusive admissions system in line with the following practices:

- The Senior Management Team inform and advise the Head of Admissions regarding any business-related decisions involving the application, selection, and admission of students. The Admissions team is required to read and implement the College’s

strategic priorities and objectives concerning the recruitment and admission of students. These priorities and objectives must be incorporated into any marketing plan and student recruitment drive.

- All entry requirements (as detailed in this Admissions Policy) must be published on the OBC website and included in promotional materials for courses. Guidelines set by awarding bodies, awarding partner organisations and the College's own academic policies and procedures are followed. Oxford Business College's entry requirements require an academic pre-assessment to determine whether or not the applicants meet the entry requirements for the chosen programme. The academic interview is conducted by a qualified person in order to determine if the applicant has sufficient knowledge, background and potential to complete the programme successfully and comply with the programme's demands. Applicants who speak English as a second language and who do not have relevant qualifications (e.g., GCSEs, IELTS) will be required to pass an English language level placement test and interview before being granted admittance onto a course of study. (Qualifications such as Level 2, GCSE or equivalent are mandatory for students under 21 years of age).
- All selection procedures follow the Equality and Diversity Act 2010.
- Applicants are judged on the basis of their academic achievement/background, work experience, commitment and their potential.
- Admissions staff are required to attend training seminars and workshops, to keep up to date with the latest guidelines and policies. Staff may also attend various seminars conducted by accredited government and educational organisations. (e.g., Home Office, Study UK, Pearson/Edexcel, University and FE College partners, SLC, HESA, etc.).
- Admissions staff are required to review the Admissions Policy and Procedures on an annual basis and must update them any time there are changes that need to be implemented such as new government legislation or awarding body regulations. Regular monitoring of the policies and procedures is required on a quarterly basis to ensure the admissions team is compliant with any UK government or awarding body requirements.
- The Admissions Policy and Procedures are available on the OBC website

- The Admissions Policy and Procedures include handling appeals and complaints about recruitment, selection and admissions that are fair and accessible. Appeals and complaints procedures are conducted in accordance with a published timescale.
- In accordance with CMA requirements, Admissions staff email full information to prospective applicants to allow them to make an informed decision about a programme of study at the point of their enquiry and their application.
- Further to CMA rules (for Higher Education Provider/and Consumer Law), at the point of receiving an enquiry about a programme, Admissions staff must send or direct students to the source of all relevant information. This may include sending them a link to the webpage which contains all relevant course documentation, or they may need to send some documents as an attachment or in hardcopy to prospective student so they can make an informed decision on the chosen programme and will know what to expect from Oxford Business College. The required documents that need to be sent to students include:
 - Course information (content and structure)
 - Tuition fees
 - Terms and Conditions
 - Student Handbook
 - Pre-Arrival pack
 - Accommodation pack (International students only)
 - Attendance Policy

7. The Admissions Process

7.1. Stage One: Making Contact

The College's admissions process begins when an applicant contacts the Admissions staff. This may be registering their interest on the College website or filling in an application form on the oxfordstudy.com portal that can be accessed from the College website. In these cases, a member of the Admissions team will contact the applicant, make sure that they understand what they are

applying for, check if they are eligible and invite them to come to the College in person in order to complete the application process.

Alternatively, a student may visit one of the College's campuses in person at the outset, where they will be given an appointment with a member of the Admissions team in order to find out about a course they wish to study, whether they meet the eligibility criteria and to start their application process if they wish. Throughout the first stage, all enquiries are handled by Admissions staff who are able to provide relevant and up-to-date support and guidance regarding the courses available, the entry requirements, eligibility criteria and the process of applying for student loan funding if needed. Applicants are given clear information about available courses and the respective partner organisation in a **Course Information Guide**.

7.2. Catchment Areas

The **Course Information Guide** includes **maps** showing the catchment area radius that students should be living within for each campus (Appendix 1). The following catchment area rules apply to all applicants unless they are granted exemption:

- Admissions staff check residential addresses to ensure that applicants are not living too far from the campus where they wish to study
- Applicants are recruited to the campus that is nearest to where they live
- Applicants live within the catchment area indicated on the map for their chosen campus (Appendix 1)
- Applicants who wish to study at a campus that is further from their residential address than permitted (i.e., outside the catchment area), must complete a Catchment Area Exemption (CAE) form and submit it to the Head of Admissions (Appendix 2).
- The Head of Admissions will chair a CAE panel that usually includes a Campus Principal and/or Head of Programme to determine if special considerations allow a student exemption from the catchment area rules above.

7.3. Stage Two: Documentation

All document checks must be carried out in person. When an applicant completes the application form on the oxfordstudy.com portal they are asked by the Admissions staff to provide hard copies of the following documents:

- Identification: e.g., valid passport
- Proof of settled status or valid visa document
- Proof of address in the UK. This must be a bill or a bank statement within the last three months, not a driving license
- Qualifications
- Evidence of relevant Work Experience in the UK e.g., Pay slips and/or P60, Employment reference or contract
- Personal reference (this may be accepted as a last option in some cases)

The Admissions team must scan and store these documents electronically on the College's password protected management information system. See the College's Data Protection Policy for details about protection the personal data of applicants.

The College will check the authenticity of the documents presented by the applicants for any sign of alteration and will check the personal details on certificates against those in the passport. The College aims to take responsible steps to check that they are genuine documents; they do not contain any alterations; and they relate to the applicant. Where there are any doubts about the authenticity of the documents further checks will be made through the issuing authority. Evidence of further checks will be placed on the applicant's file. The College may engage a qualification-checking service to ensure the authenticity of the certificates provided.

If a certificate is not a UK certificate, the College will use the ENIC database for verification of equivalency or check with the issuing institution, if required, and store the document in the individual files and on the

College's computer system.

Mature students with relevant work and/or life experience can apply without having UCAS points from a recognised qualification. The College requires students in these cases to submit the following evidence of work experience in the UK:

- Pay slips for three months with employment contract showing continuous employment
- Two P60s for two years of employment
- Two-year tax returns
- Employment reference can be provided in place of a contract to show continuous employment
- Company registration documentation and UTR documentation along with two years of tax returns

7.4. Stage Three: Test and Academic Interview

There are two interviews: the academic interview and the admission credibility interview. They are carried out in person at one of the campuses. The academic interview must be conducted by an appropriately qualified and trained academic with good experience of determining the English language level of applicants with English as a second language according to the Common European Framework Reference (CEFR). The admissions credibility interview must be conducted by an appropriately trained member of the Admissions team.

Once the applicant has completed the application form on the oxfordstudy.com portal and submitted all the required documentation to the Admissions team, they take the English test (if required) followed by an academic interview conducted by a qualified and trained academic able to carry out an assessment of English language level.

Applicants who speak English as a second language and do not have relevant qualifications (e.g., GCSE or IELTS) are required to pass the OBC English level placement test for writing, reading comprehension, speaking, and listening. The applicant must meet the minimum level requirement for all language skills in order to be admitted into a course. These may vary depending upon the requirements of the College's partner organisations. Entry requirements for all OBC courses apart from those in partnership with UWL are as follows:

| Level of Course Applied for | Entry Requirement for Reading, Writing, Speaking and Listening | |
|-----------------------------|--|-------------|
| | CEFR* | IELTS |
| Level 3 | B1 | 4.5, 5, 5.5 |
| Level 4-6 | B2 | 6, 6.5 |
| Level 7 | C1 | 7, 7.5 |

*Common European Framework Reference (CEFR)

Entry Requirements for UWL BA (Hons) Business Studies with integrated Foundation

| Level of Course Applied for (UWL) | Entry Requirement for Reading, Writing, Speaking and Listening | |
|-----------------------------------|--|--------|
| | CEFR* | IELTS |
| Level 3 | B2 | 6, 6.5 |

Specific Entry Requirements

Foundation Diploma in Business, Law, and Engineering

- Secondary or High School Diploma and,
- English language proficiency by course length:
 - 6 months: IELTS 5.0 with not less than 5.0 in each of the components
 - 9 months: IELTS 4.5 with not less than 4.5 in each of the components
 - 11 months: IELTS 4.0 with not less than 4.0 in each of the components

BTEC Higher National Certificate – Level 4

- Students must have one of the following:

- 1 A Level
- A recognized foundation programme L3
- High School Diploma
- 2 years of full-time work experience and,
- English language proficiency IELTS 5.5 with no less than 5.5 in each of the components

BTEC Higher National Diploma – Level 5

- Students must have one of the following:
- HNC or equivalent Level 4
- English language proficiency IELTS 6 with no less than 5.5 in each of the components

For the entry requirements in the university degree programmes provided by OBC, refer to the respective university partner links below:

Bucks New University (BNU)

<https://www.bucks.ac.uk/study/general-entry-requirements>

University for West London (UWL)

<https://www.uwl.ac.uk/course/undergraduate/business-studies-foundation-year>

Ravensbourne University, London (RUL)

<https://www.ravensbourne.ac.uk/study/undergraduate/bsc-hons-business-management>

Students whose first language is English or who have relevant qualifications (e.g., GCSEs or IELTS) are not required to take the English language level placement test, but they must pass the academic interview to make sure that they are suitable for the course they wish to study. The interview is conducted by a qualified member of the academic team to check the applicant's suitability for the course they wish study and includes the following:

- Confirming the applicant's identity (and recording; screenshot vs ID)

- Asking questions about their intentions to study, their personal background, education, and work experience if relevant (recorded on an application form)
- A viva voce on their completed online written test (sent to the student before the interview)
- A reading comprehension test in front of the interviewer
- A listening comprehension test in front of the interviewer

The interviewer will assess whether the applicant has met the entry requirements for the course. Mature students (21 years or over) who cannot produce evidence of a recognised qualification that meets the entry requirements can be accepted on the basis of relevant work experience. Candidates who do not have evidence of relevant qualifications or work experience can be accepted on the basis of relevant life experience.

In case the applicant does not meet the entry requirements for the course they have applied for, the application will be rejected.

Students are asked to declare a disability or special need when they complete their application form on oxfordstudy.com. Students with disabilities or special education needs are encouraged to apply for a course at the College and the College will aim to make reasonable adjustments to accommodate them. The Application form asks students to disclose any disability or special educational need they may have.

This information is passed to the College's Student Support and Welfare staff who will ensure that all steps are taken to support and accommodate the student's needs at the College.

Application Approval

Admissions staff will review the application at this stage by asking the following questions:

- Has the applicant applied through UCAS?
- Is the applicant suited to a particular course, taking account of the information obtained in the steps above?
- Are there any factors, (physical or mental) which require reasonable adjustment in the delivery of the course?
- Is there a criminal record which may influence the offer?
- Does the applicant otherwise meet the entry requirements?

Applicants will be formally informed of the decision to accept or reject their application.

Acceptance of the Offer

After the application has been assessed and the applicant qualifies to start the course, the Admissions staff will check their electronic file to ensure all the applicant's details are recorded on the College database. Once an applicant has been accepted onto a course, a **provisional acceptance letter** (pending final approval by the partner institution), is issued by the Admissions team. The decision to give final approval for acceptance onto a course (unconditional offer letter) is at the discretion of the university partner. See the section on **Late Starters** below.

7.5. Stage Four: Enrolment and Registration

Enrolment Process

Once a student has been accepted onto a course their details are passed to the registry for enrolment. All students will be sent enrolment information by their respective awarding organisation with an electronic enrolment form prior to the start date of their course. Students are expected to enrol at the College within the period set by the partner university. The registry staff will be in regular contact with the student to support the student in completing enrolment so that their status changes from

Provisional enrolment to **Enrolled** status. If the student fails to enrol with the partner university, the application is either deferred to the next intake or cancelled.

Student Finance Eligibility

Students who are eligible for student finance funding will continue the course in line with the partner university's terms and conditions. Those students who are not approved by student finance within the required timeframe (in line with partner university terms and conditions) will have their applications cancelled, or may if they wish, be deferred to the next intake. If deferred, students will need to meet the admissions criteria at the time of application, which may differ from the criteria they were required to comply with in their previous application.

Registry Checklist

The following documentation must be complete before the student can complete the enrolment process:

- Students are required to provide proof of address in the UK
- Students are required to provide original passport/visa and original academic transcripts/certificates, or employment documents
- Students' passports will be compared with the copy of the passport they sent to the College.
- No student will be allowed to enroll at the College until a valid passport/ birth certificate/ID is produced during the Admissions or Enrolment (Registry) process
- All the above documents will be filed together with all the documents received at the point of application
- All documents will be scanned and uploaded on the student file on the computer database
- Interview and test documentation with evidence of passing

Students will be informed that they must keep their contact details up to date. These will be repeated in a student declaration form which the student is required to sign on induction day, and which also includes a signed confirmation from the student that he/she will comply with the College's

requirements for attendance and engagement. A copy of the declaration will be kept on the student's file.

7.6. Induction

Applicants must normally attend an induction before they can start their classes. The induction will usually include the following:

- Welcome and introductions to key members of staff
- Information about Oxford Business College
- Information about any partner organisation or awarding body
- Information about their course including:
 - academic calendar
 - course design
 - unit content
 - teaching methods
 - assessments
- Progression routes
- Workshops, additional support & welfare
- The virtual learning environment (VLE)
- Learning resources
- Student engagement & the student council
- Key policies and procedures including the Student Code of Conduct and PREVENT
- The Learning Agreement
- Induction Feedback

On the induction day students must complete a personal information form. This includes:

- Health Form
- Personal/ emergency contact details
- Induction feedback form

7.7. Start attending classes

Once the student has attended induction, they may start attending classes. From the date that they start attending classes they are allowed 14 days cooling off period during which time they may change their mind and withdraw from the course without any penalty. Once the cooling off period has passed, students will be expected to attend all their classes. Normally after three weeks, and no later than 28 days from the start of their course, students are registered with any relevant awarding body e.g., Pearson. Applications for student loan funding (SLC) will need to be finalised by the deadline set by the relevant university partner to which the student is applying. In some cases (UWL) SLC must be finalised within four weeks after the start of the course followed by one more week (week 5). If SLC has not been approved within five weeks, the student's application will be withdrawn unless they choose to pay their fees themselves. For all other university partners (BNU, RUL), the deadline for finalising SLC may be determined on a case-by-case basis.

7.8. Late Starters

For any programme the College runs in partnership with a university, only students who have received an unconditional offer letter from the relevant university partner will be invited to attend classes. OBC will provide catch-up classes for students who are not able to start the programme in the first two weeks because they are waiting to receive their unconditional offer from the university. Students will be offered a deferral to the next intake date if they do not receive an unconditional offer from the university within two weeks of the start of the programme.

7.9. Compliance

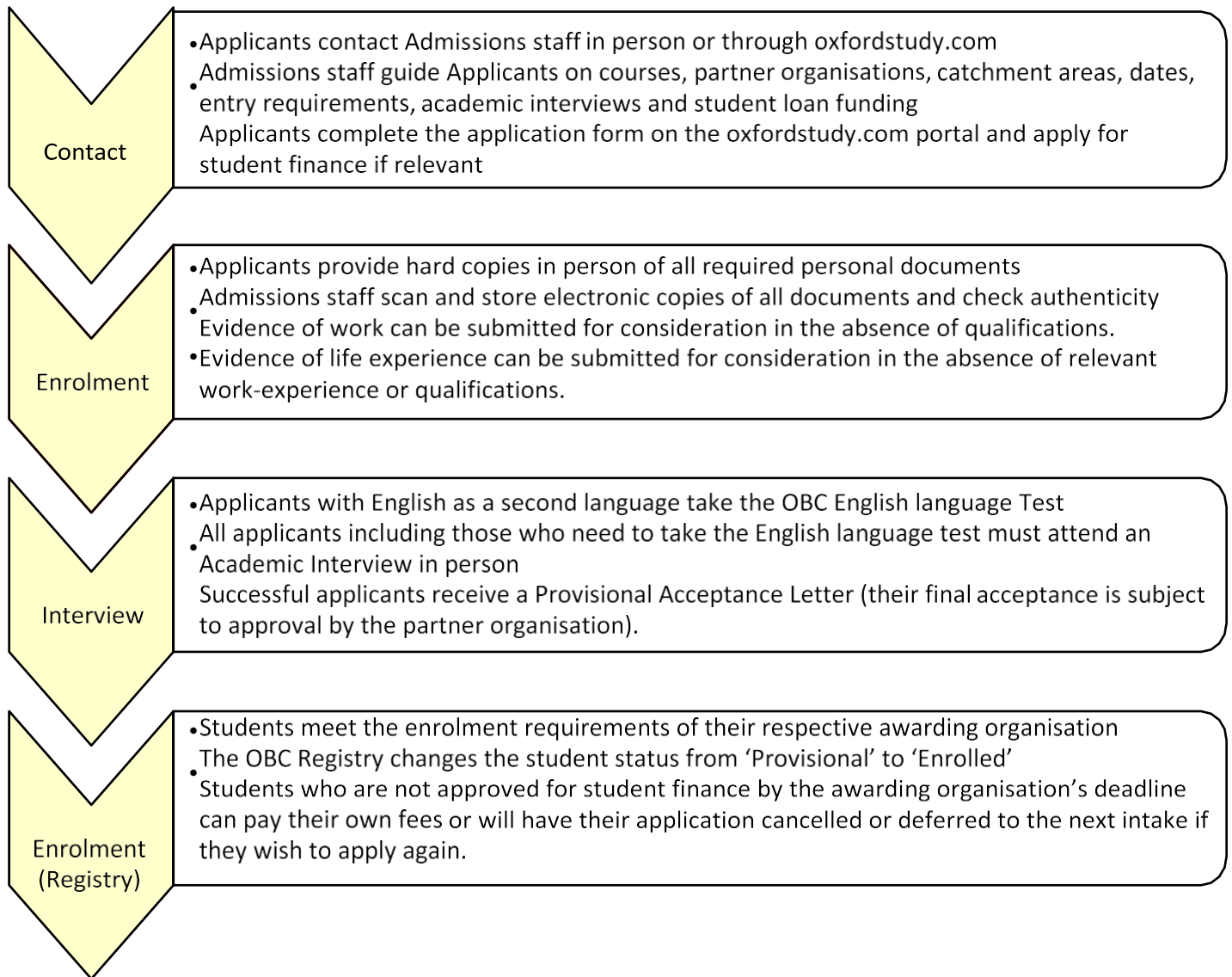
Within the first month of study, student attendance is recorded and sent to relevant bodies by the Registrar's office. This aims to ensure that students are engaging with the course and complying with the requirements of relevant bodies, such as the student loans company for home students receiving or applying for a student loan.

Copies of all student documents stored in the student's file by Registry staff. The file should provide a complete history of the student.

The file should clearly state:

- Pre-arrival information
- Offer and enrolment letter
- Copy of passport/ID/visa expiry date
- Academic transcripts/ certificates
- Induction pack/ Learning Agreement
- Attendance records
- Academic progress/ Grading reports
- Proof of address
- Change of circumstances form where applicable to be filed
- Other necessary information as required for student record submission.

7.10. Admissions Flow Chart



8. Scholarships & Bursaries

The College invites eligible candidates to apply for a scholarship or bursary to help them fund their studies. Full details can be found on the college website and in the Scholarships and Bursaries Policy.

9. Admissions Complaints and Appeals

9.1. Scope

- 9.1.1. An applicant may wish to make a complaint about a member staff or their experience when applying for admittance into the College. An unsuccessful applicant may also wish to appeal against the decision if they have not been admitted into the College. All complaints/appeals received from prospective applicants wishing to be admitted into the College should follow the same three stage process laid out in the College's Student Concerns and Complaints Policy. The complainant/appellant should simply substitute 'student' for 'applicant' and follow the same procedures.

9.2. General Principles

- 9.2.1. The College aims to consider complaints and appeals in relation to Admissions and achieve a fair and timely resolution in all cases.
- 9.2.2. All complaints and appeals in relation to Admissions should be investigated at the appropriate stage, and all the investigations should be conducted sensitively with due regard to the rights and confidentiality of the complainant/appellant and any member of staff involved.
- 9.2.3. Where a member of staff is named in a complaint/appeal, he/she should be informed of the nature of the complaint and given the opportunity to discuss the issue and, where appropriate, deal with the complaint directly.

9.2.4. The outcome of a complaint should be made known to any staff involved including the complainant.

9.3. Making a Complaint

9.3.1. A complaint can be made in person by an applicant verbally to a member of staff or by using the College's complaints email: complaints@oxfordbusinesscollege.ac.uk

9.3.2. All complaints received are recorded by the Registry and forwarded to the relevant person. The Registry records all the details about the complaint/appeal on the complaint Log Sheet in addition to the College's responses and any follow-ups.

9.3.3. It is anticipated that the majority of complaints/appeals can be resolved satisfactorily on an early and informal basis. Initial complaints/appeals are progressed as a stage 1 complaint.

9.3.4. If an applicant is not satisfied with the decision of the College following their initial complaint/appeal, they may go to Stage 2 and submit a formal complaint or appeal using the complaint/appeal form below.

9.3.5. If the applicant is still not satisfied with the outcome of their formal complaint/appeal, they may request a review that will be conducted by the most senior staff members of the College. Their decision will be final. The applicant will receive a Completion of Procedures Letter from the College and they may take this to the Officer of Independent Adjudicator (OIA) if they are not satisfied with the final outcome.

9.3.6. At any stage after the initial attempt at early resolution, the applicant may go to the relevant awarding organisation and complain. This may be one of the College's university partners or the Pearson awarding body.

9.3.7. Please see the College's full Concerns and Complaints Policy and the Complaints/Appeals Flowchart and Complaints/Appeals Form in the appendices below.

Appendix 1 Catchment Area Maps



LONDON CAMPUS
For students residing within the highlighted area below

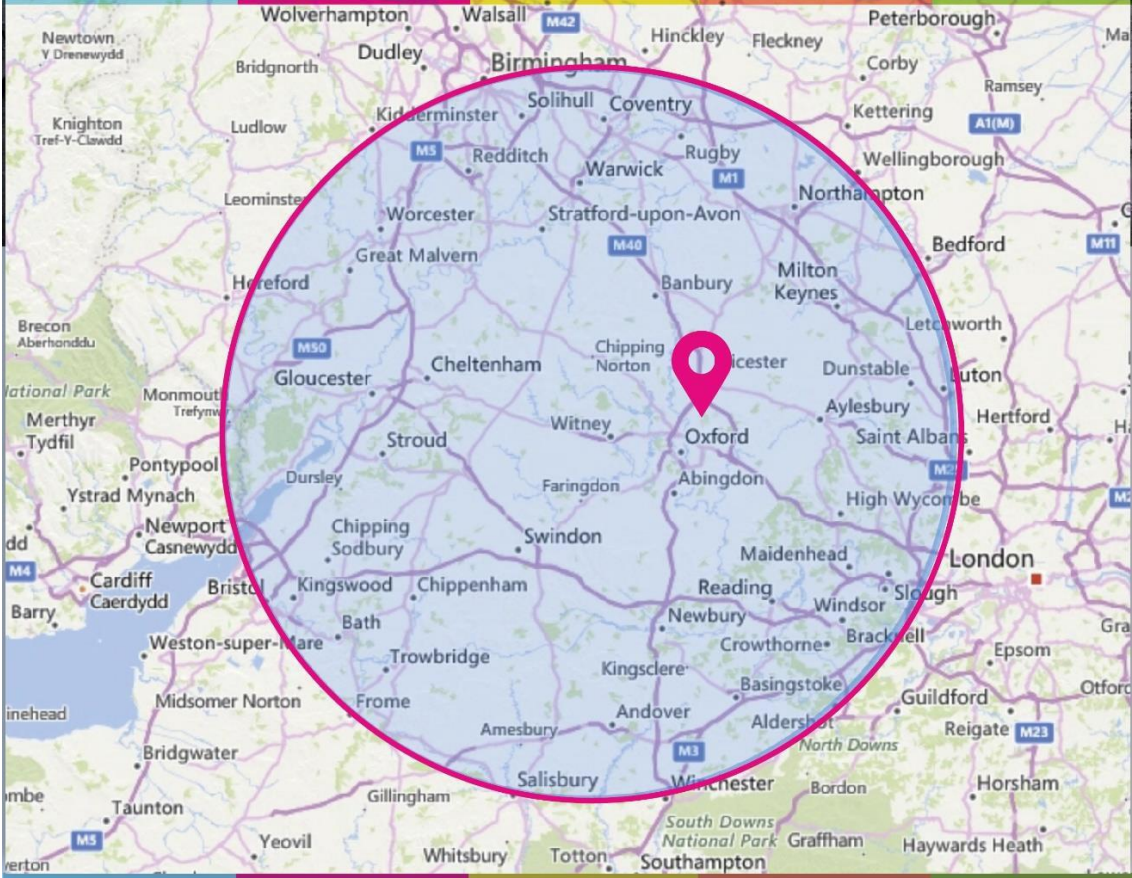


  Kendal Ave, London W3 0XA.



OXFORD
BUSINESS COLLEGE

OXFORD CAMPUS
For students residing within the highlighted area below



Wolverhampton, Walsall, Birmingham, Peterborough, Dudley, Solihull, Coventry, Hinckley, Fleckney, Corby, Kidderminster, Redditch, Warwick, Rugby, Northampton, Stratford-upon-Avon, Banbury, Milton Keynes, Bedford, Worcester, Great Malvern, Cheltenham, Chipping Norton, Witney, Oxford, Abingdon, Maidenhead, London, Gloucester, Stroud, Faringdon, Reading, Newbury, Windsor, Slough, High Wycombe, Chipping Sodbury, Chippenham, Bath, Trowbridge, Frome, Swindon, Kingsclere, Basingstoke, Aldershot, Winchester, Salisbury, Winchester, Southampton, Taunton, Yeovil, Whitsbury, Totton, South Downs National Park, Haywards Heath

65 George Street, Oxford. OX1 2BQ.




SLOUGH CAMPUS


For students residing within the highlighted area below



2-4 The Grove, Slough. SL1 1QP





 **OXFORD**
BUSINESS COLLEGE

 **NOTTINGHAM**

 **NOTTINGHAM CAMPUS**

For students residing within the highlighted area below



  Carlton Road, Nottingham. NG3 2NR.

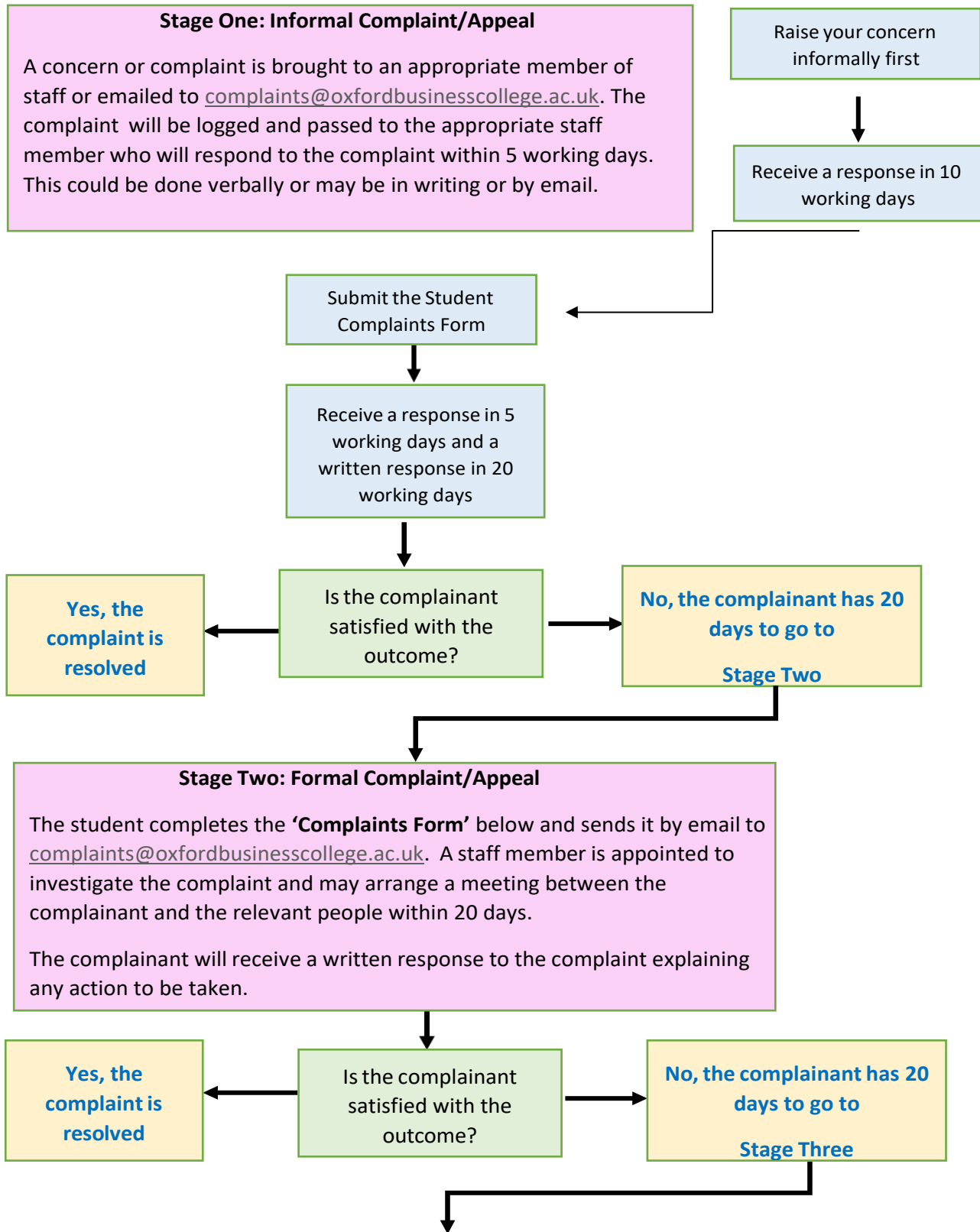
Appendix 2 Catchment Area Exemption (CAE) Form

| Catchment Area Exemption (CAE) Form | | | |
|--|--|---|--|
| Applicant's Name | | Date | |
| Course you are applying for | | Which campus is nearest to your home | |
| Campus where you want to study | | Do you live outside the catchment area? | |
| Distance from your home to the campus | | How do you intend to travel to the campus? | |
| Explain why you think you should be exempt from the catchment area rules: | | | |
| | | | |
| FOR STAFF ONLY BELOW: | | | |
| Chair of the CAE Panel or delegated member | | Date of the CAE Panel decision | |

Decision of the CAE explained:

| | | | |
|------------------------------------|--|---------------------------------------|--|
| Exemption is approved (YES) | | Exemption is not approved (NO) | |
|------------------------------------|--|---------------------------------------|--|

Appendix 3: Flow Chart of Complaints Procedure and Time Frames



Stage Three: Review of the Complaint/Appeal

At the final stage the complaint may be brought to the Head of Academics, Executive Principal or Managing Director for review within 10 days after the decision at Stage Two.

If considered justified, a Review Panel is set up to hold meetings with all relevant people and a decision is provided in writing together with a Completion of Procedures (COP) Letter within 15 days.

Submit a review request.
Receive a response in 5 days. A Review Panel set up in 10 days.



Written response and
Completion of
Procedures Letter

If the complainant is still unsatisfied with the outcome, they may contact the Office of the Independent Adjudicator (OIA) within 12 months of receiving the COP. At any time, a student may also contact a relevant external partner or awarding body.

Appendix 5: Applicant Complaints Form

Who can use this form?

Anyone applying to study at the College. A complaint submitted by a third party will not be accepted unless accompanied by written authorization from a student. Anonymous complaints will not be accepted.

What is this form for?

This form is used to submit a formal complaint about a service you have received from the Oxford Business College. (Complaints can also be raised informally if you would prefer to take this course of action. If have already raised an informal complaint and you are unhappy with the way your complaint has been handled informally, or if you do not feel that informal resolution is appropriate, please complete this form.)

Regardless of any other representation, complaints only become formal when a **fully completed Complaint Form** has been received.

Complainants are advised to exercise caution regarding the use of language, and avoid personal abuse, as anything appearing in this form will be disclosed to the subject of the complaint during any investigation.

What will happen next?

Once you have submitted this form, the following process will take place:

- An Investigating Officer will be appointed within **five days** of receipt of the Complaint Form.
- You will be asked to meet with the Investigating Officer to discuss your complaint.
- You will receive a written outcome within **20 days** of raising your formal complaint.

The College will have due regard towards maintaining confidentiality in relation to your complaint, but to enable it to be considered fully, the content will need to be disclosed to members of staff involved in the investigation of your complaint. Please note that by signing the Declaration you consent to the disclosure and sharing of information relevant to your complaint within the College at all stages.

SECTION A – YOUR DETAILS

Title:

Forename(s):

Family Name:

Address:

Postcode:

Email:

Contact telephone number:

Programme of Study:

SECTION B – NATURE OF THE COMPLAINT/APPEAL

Please set out the reason(s) why the complaint is being made and specify:

9.4.who or what is being complained about

9.5.the events that took place in chronological order and

9.6.the consequences that you believe you have suffered as a result.



Please use additional sheets if necessary – please ensure your name and student number is on all additional sheets.

NB *Should you wish to provide additional supporting documents, please attach them with this form.*

SECTION C – AN OUTLINE OF THE ACTION YOU HAVE TAKEN SO FAR

If you have already taken steps to resolve your complaint *informally*, please outline below.

(If you have not taken these steps, please proceed to Section D).

| | |
|---|----------|
| Have you tried to resolve this complaint informally? | YES / NO |
| Please provide details of attempts to resolve informally including names of people contacted, dates contacted etc. This includes any attempts to contact the complainant for clarification. | |
| Why do you remain dissatisfied with the response to your Stage 1 Complaint? | |

| |
|---|
| Give details of anyone else who is acting on your behalf who you consent to us liaising with. |
|---|

SECTION D – DESIRED OUTCOME

PLEASE LIST any correspondence or other documentation related to your complaint which you have attached along with this complaint form.

Please say what action you would like taken and any suggestion of resolution or redress in order to resolve the complaint to your satisfaction.

SECTION E – DECLARATION

As far as possible, all complaints will remain confidential to those involved in investigating the complaint, providing a response to it and communicating with you, unless there is a serious risk of harm to you or others. In the interest of natural justice, parties to a complaint have the right to know the full details of the complaint.

I,..... **declare that to the best of my knowledge all of the information I have supplied is true, accurate and complete.**

SIGNED: **DATE:**
PRINT NAME: