



Admissions Policy and Procedure for Home Students

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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 to implement the admissions strategy.

3. Precedence

The Admissions Policy and Procedures of awarding bodies and OBC's university partner 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 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), New College Durham 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

4. Strategic alignment

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 give students the opportunity to study in a location near where they live and/or work to reduce the amount of travelling they need to do and their CO₂ emissions.

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 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 leads 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 are 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 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 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 on a campus nearest to where they live.

6. Admissions Quality

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

- The Strategic Advisory and Planning Board informs and advises 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 up 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 preassessment 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 demands. All applicants 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 3, A Levels, GCSE (A-C)* or equivalent are mandatory for students under 21 years of age). Qualifications must be Ofqual approved and accepted by the partner university or College.

- All selection procedures follow the Equality and Diversity Act 2010.
- Applicants are judged on academic achievement/background, work experience, commitment and 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, University and FE College partners, SLC (Student Loans Company), HESA (Higher Education Statistics Agency), etc.).
- Admissions staff are required to review the Admissions Policy and Procedures annually and update them any time changes are needed, such as new government legislation or awarding body regulations. Regular monitoring of the policies and procedures is required quarterly to ensure the admissions team complies 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 (Consumer and Markets Authority) 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.

6.1. Stage One: Making Contact

The College's admissions process begins when an applicant contacts the Admissions staff through our marketing campaigns, community outreach programmes, open days, digital and traditional marketing, referrals, transport network advertising, billboards etc.. This may be registering their interest on the College website. In these cases, an Admissions team member will contact the applicant, make sure they understand what they are applying for, check if they are eligible and invite them to come to the College in person to complete the application process. They are informed to visit the College in person with the checklist of documents they must bring with them to demonstrate that they meet the entry requirements of the programme they are applying for. As part of IAG, the course information guide will include the term of entry, mode of study, location of study, course modules, assessment methods. Course guides also include detailed information on Application checks conducted; verification process and also information on who to contact for complaints and appeals. Application process includes a detailed student finance guidance document which outlines terms and conditions each applicant will face. They are informed on the onset that they will be signing a contract with Student Loans company and the funding they apply for is a loan which is repayable based on SLC's terms and contract. On submission of application form; the applicant is informed via email from OBC and signposted to SLC (Student Loans company) website and Oxford Business College website where Admission Policies and Anti-Bribery policies are stored. A separate follow up email is also sent to the candidate with digital copy of the course guide along with a strong emphasis on the need to evaluate their requirements, how the course would align with their career goals and take a decision after careful consideration.

6.2. 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 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 can 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 on or before application

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 Dean of Campus and/or Programme Leader to determine if special considerations allow a student exemption from the catchment area rules above.

6.3. Stage Two: Documentation

All document checks must be carried out in person. All applications are requested to come with original documents as per the checklist when they visit the college. As part of Information, Advice and Guidance each applicant goes through a one to one session with the admission officer where the course guide and the information available in the course guide, Admission and Anti-Bribery policies are discussed and the initial assessment is carried out to see if the applicant is able to meet the entry requirements. The applicant will complete the application form in presence of the Admission officer in the campus.

The original documents required by the officer include the following:

Identification: e.g., valid passport

- Proof of settled status or valid visa document
- Right of study in the UK (through sharecode, BRP)
- 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 (Level 3 or equivalent, A Levels, GCSE grade (A-C))
- Evidence of relevant Work Experience in the UK e.g., 3 months' Pay slips and Employment contract, 2 year P60, Employment reference. Applicants on self employed status are asked to provide 2 year Tax returns along with an accountant letter if they use an accountant to submit their returns.

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 of 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 engages a qualification-checking service to ensure the authenticity of the certificates provided.

For all qualifications submitted by the applicants; the uses Qualification Check agency for verification of their qualifications. The report of the verification is stored in the applicant record and if successful is also submitted to partner university and college if the applicant proceeds to the acceptance stage in the Admission cycle. Applicants whose qualification reports are unsuccessful are rejected and are notified of the same and the application portal is updated with the outcome.

Mature students with relevant work and/or life experience can apply without having UCAS (Universities and Colleges Admissions Service) 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 is also required to determine student finance eligibility for those applicants who are on Pre-settled status.
- 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. If self employed, two years of tax returns are mandatory with accountant letter if they use an accountant for submitting their tax returns.

The college will contact all named employers via the contact details provided to verify the authenticity of the evidence provided.

Criminal conviction and DBS

Applicants applying for Foundation Degree in Health and Social care (2 years) are required to undergo a Enhanced DBS Check.

Applicants declaring criminal convictions:

To reduce the risk of any danger to our students and staff we must be aware of the relevant criminal convictions that an applicant may have.

If an applicant has a criminal conviction, then he/she must inform the college during the enrolment process. Relevant criminal convictions are only the ones related to:

- Offences against the person, whether of a violent or sexual nature
- Offences involving unlawfully supplying controlled drugs or substances, where the conviction concerns commercial drug dealing or trafficking. Convictions that are spent (as defined by the Rehabilitation of Offenders Act 1974) are not considered to be relevant and the applicant should not reveal them.

If an applicant declares an unspent criminal conviction, he/she will not be automatically excluded from the application process, however the college may require more information. If the applicant fails to declare any relevant criminal conviction on the OBC and UCAS application form, this may affect his/her registration at a later date. If an applicant is convicted of a relevant criminal offence

after applying for admission, he/she must inform the college. He/she must only inform the college about the relevant criminal conviction. The college may ask for more details.

6.4. Stage Three: Test and Academic Interview

Applicants will proceed to the Test stage where they are handed over to the support team who will invigilate the applicants taking the test. On completion of the test they are allocated interviewer based on the availability of the academic team. Interviews 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) based on the entry requirements of the Program set by the partner College or Partner University

All applicants are required to pass the test and all components of the Academic interview. The applicant must meet the minimum level requirement for each partner for all language skills to be admitted to a course. These may vary depending upon the requirements of the College's partner organisations. Entry requirements for all courses currently delivered under Franchised provision is as below:

*Common European Framework Reference (CEFR)

Students whose first language is English or who have relevant qualifications (e.g. GCSEs, A Levels, Level 3 (Ofqual approved)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 to 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 written test

- 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 which is verifiable.

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. 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 students' needs at the College.

Provisional Approval

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

- Is the applicant suited to a particular course, considering 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 and if there is any cause of concern?
- Does the applicant meet the English language requirements of the program?

Applicants who meet the entry requirements, successfully pass the test and interview and if admission officer is satisfied with the information provided by the applicant to be genuine and has no concerns; they will be notified of the successful outcome of their application. Those applicants will be submitted to the Partner College or Partner University for their final assessment and approval.

Acceptance of the Offer

Application data is submitted to Partner College or Partner University based on their requirements. It is important to note that Partner College or Partner University reserves the final decision to accept the application and issue unconditional or conditional offer.

Unsuccessful Applications

- 1) In cases where an applicant is not offered a place on the programme for which they have applied, the member of staff who rejects the application should record the reasons for their decision to provide applicant feedback on request, and to facilitate annual audit and analysis of marketing and admissions data.
- 2) Unsuccessful applicants will receive notification of the admissions decision via email. Feedback of the decision can be requested from the Admissions Team, contact details for which are found in all correspondence.
- 3) Students who have been excluded on academic grounds may not normally be admitted to a related programme.
- 4) If OBC has reason to believe that an individual or any person acting on their behalf has provided false information, omitted relevant information, made any misrepresentation and/or provided forged or counterfeit documents, an investigation will be conducted and the application in question may be cancelled and any relating offer of a place on a programme or funding award may be rescinded.
- 5) As far as possible OBC will admit students to its programmes on the basis that there is a reasonable expectation that the applicant will be able to complete the programme. There are applicants for whom it will not be possible to offer a place and this Admissions Policy aims to give a framework for prospective students and staff to show when this might occur. There are two key moments in the admissions cycle when an applicant may be rejected from a programme:
 - 6) Initial review: At the initial review of an application, a rejection decision may be recorded for a student. These cover a wide number of reasons and include: – not academically qualified. – documentation not submitted following request. – level of English shown during Test and Interview is below the required standard of the Admissions Policy and Procedure
 - a) work experience (where required). – programme full – where application is received after deadline for the program.
 - b) Confirmation: At confirmation, applications are reviewed and may be accepted where the conditions have been narrowly missed. Applications are likely to be rejected if the programme has recruited sufficient

qualified students or the requirements have been missed by one single grade or more or the academic team overrides the decision to issue acceptance offer (this can happen after the enrolments have been issued and partner college or Partner University will be notified of the cancellations)

c) Applicants will be informed, when applicable and upon request, of the reason for the rejection.

Cancellations within the cooling off period

Cooling off period:

Applicants have the right to cancel the applications within the cooling off period should their circumstances change and If they wish to do so they can email obc.registry@oxfordbusinesscollege.ac.uk The Registry team will notify the Admission team of your decision and the application system will be updated and record closed.

Oxford Business College conducts ongoing quality checks on all student records from time to time and reserves the right to cancel applicants within the cooling off period. As needs and requirements are everchanging and evolve, we recognise that applicants may have overestimated their commitment hence within the cooling off period; the Academic team and the Student Support team will liaise to discuss learners who are not able to cope with the studies and would require additional support which OBC is not able to offer and this will impact their overall learning experience and put them at risk of failing the program. They will notify the Registry department who will withdraw this learners and notify them of the withdrawal decision. Admission team will be notified of the same so that the comments can be updated against the application and record updated and closed.

Cancellation process

a) Applicants willing to cancel their application: – The applicant must send an email to confirm their intention to cancel and provide a reason or supporting evidence for that to admissionsuk@oxfordbusinesscollege.ac.uk – The application remains with the college, however the applicant should not be contacted again, unless they have a willing to reapply and demonstrate that they can meet the entry requirements

b) Applications cancelled by the Admissions Team: The Admissions team has the right to cancel any application where the applicant has provided false information, omitted relevant information, made any

misrepresentation, OBC Admissions Policy and Procedure and provided forged or counterfeit documents, got caught cheating and/or acted in an inappropriate or rude way at any moment of the process. – The application will be cancelled, but applicant should not be contacted anymore, and they will not be allowed to apply for any programme at OBC – Applications found to have any sort of proxy with any member of staff, personal or professional, will be immediately cancelled, and applicants will not be allowed to apply for any programme at OBC.

Verification process

OBC Admission team will verify Educational documents, Employment related documents and Employment documents. Passport and Proof of address will be checked for forgeries and alterations (such as employers, awarding body provider, government agencies). The College will collaborate with partner institutions and withdraw any provisional offers or where an Applicant is already enrolled, the partner institution will be informed for them to verify the information and take the necessary action. The following may result in a student being withdrawn if an application is found to:

- a) contain misleading or false information
- b) have omitted key information from their application (including failure to declare a criminal conviction especially where relevant to the requirements of the programme of study)
- c) involve collusion (where the content of the application submitted is not the work of the applicant can be plagiarized)

Admission team will also reject applications where the face of the applicant does not match the passport, or the ID provided by the applicant.

6.5. 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 period (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. The college will assist students to make applications free of charge, but students are advised to fully comprehend their liability when signing up for this funding.

Funding eligibility can be found at: <https://www.gov.uk/student-finance/who-qualifies>

Tuition fee

Applicants who are applying through student finance funding route are given information, advice and guidance and must be able to demonstrate the following:

- must be eligible to apply
- must be able to provide genuine documents as required by Student Loans company.
- must be able to demonstrate that they are approved for Tuition fee for the Program they are applying for

Failure to demonstrate any of the above may result in course cancellation and withdrawal from the programme. Students who continue their studies will be invoiced by our finance department to pay the tuition fee for the academic year. It is important that applicants make financial arrangements to pay the tuition fees to OBC prior to the commencement of the course if they are not approved by SLC for their tuition fee.

6.6. 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:

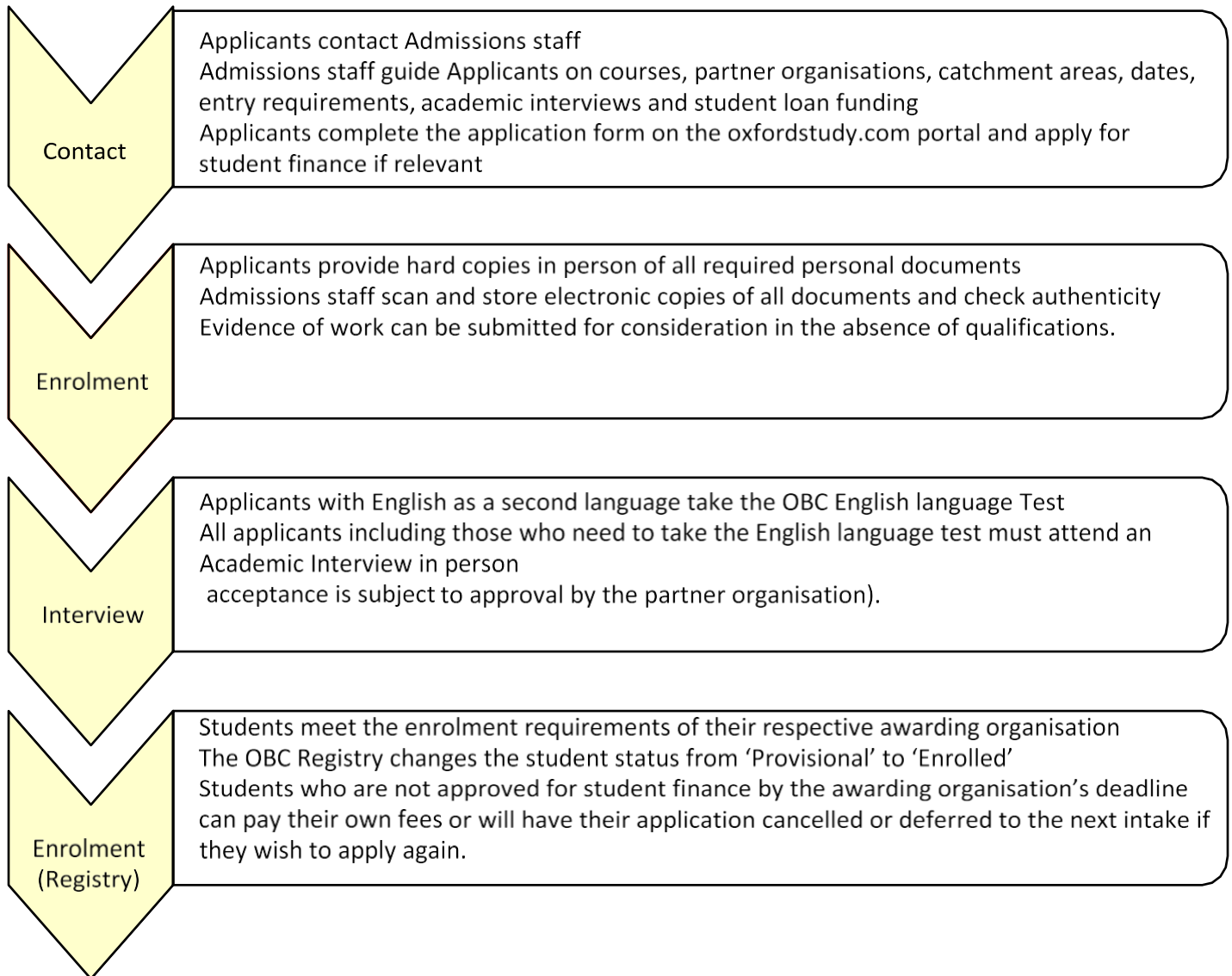
- Health Form
- Personal/ emergency contact details
- Induction feedback form

6.7. Start attending classes

Once the student has attended induction, they may start attending classes. From the date they start attending classes, they are allowed a 14-day cooling-off period, during which time they may change their mind and withdraw from the course without 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 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 may be withdrawn unless the partner institutions agree for the student to continue pending SLC approval or if they are deemed not to be eligible, then they can choose to pay their fees themselves. For all other university partners (BNU, RUL and NCD), the deadline for finalising SLC may be determined on a case-by-case basis.

6.8. Admissions Flow Chart



7. 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.

8. Admissions Complaints and Appeals

8.1. Scope

An applicant may wish to make a complaint about a member of 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.

8.2. General Principles

The College aims to consider complaints and appeals in relation to Admissions and achieve a fair and timely resolution in all cases.

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.

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.

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

8.3. Making a Complaint

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

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.

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.

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 Appendix 3.

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.

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. Please see the College's full Concerns and Complaints Policy.

Appendix 1 Catchment Area Maps



The image features a composite background. On the left, a white silhouette of the United Kingdom is overlaid on a grid of blue dots, with a red dot in the southeast labeled 'LONDON'. In the center, a tall clock tower (Big Ben) is visible. On the right, the Oxford Business College logo is displayed, consisting of a colorful circular graphic and the text 'OXFORD BUSINESS COLLEGE'. Below the logo, a pink banner with three green arrows pointing right contains the text 'LONDON CAMPUS'. Underneath this banner, white text reads 'For students residing within the highlighted area below'. The main part of the image is a map of the London region, with a large pink circle highlighting a catchment area centered on London. A pink location pin is placed on the map, pointing to the address 'Kendal Ave, London W3 0XA'. At the bottom of the map, there is a dark blue banner with a green arrow icon and the text 'Kendal Ave, London W3 0XA.'

OXFORD
BUSINESS COLLEGE

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



65 George Street, Oxford. OX1 2BQ.



OXFORD
BUSINESS COLLEGE

NOTTINGHAM CAMPUS

For students residing within the highlighted area below



Carlton Road, Nottingham. NG3 2NR.

The advertisement features a background image of a city street at night. In the top left, there is a white map of the United Kingdom with a red dot indicating Nottingham. The Oxford Business College logo is in the top right. A pink banner with three green arrows points to the text 'NOTTINGHAM CAMPUS'. Below this, a dark blue box contains the text 'For students residing within the highlighted area below'. The central part of the image is a map of the Midlands region, with a red circle highlighting the area around Nottingham. A red pin is placed on Nottingham. At the bottom, there is a blue banner with a green arrow and a red pin icon, followed by the address '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: 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 Oxford Business College. (Complaints can also be raised informally if you would prefer to take this course of action. If you 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:

Student Registration Number:

Date of the event about which you are complaining:

SECTION B – NATURE OF THE COMPLAINT/APPEAL

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

8.4. who or what is being complained about

8.5. the events that took place in chronological order and

8.6. 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, daters contacted, etc. These people may be contacted in the course of any

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 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: