

## 6.8 Procedure for appeals against admission decisions

**Please note this procedure applies to students applying to a module or programme accredited by The Open University. Students applying for a module or programme accredited by The University of Hertfordshire (UH) should refer to the procedure outlined on the UH website ([www.herts.ac.uk](http://www.herts.ac.uk))**

At Education for Health we are committed to ensuring the high quality provision of a fair and transparent admissions procedure for all students.

You may appeal the decision regarding admission on the following grounds:

1. You feel that Education for Health did not take account of all the information provided in your application when processing your application in line with the policy for admissions of students;  
or;
2. Substantial new information which you did not include in your original application is available. This information must directly relate to your original application and should not include activities or achievements undertaken after the time the original application was submitted. .  
You must give reasons why the information was not initially included with your original application.

The following procedure should be followed to request an appeal:

1. An appeal should be submitted in writing to Julia Neal, Director of Education and Training ([j.neal@educationforhealth.org](mailto:j.neal@educationforhealth.org))
2. Appeals should be received no later than 10 working days after you were informed of your admission decision. Appeals received after this date cannot be considered.
3. The appeal should clearly state the grounds for the appeal and outline the case in full, accompanied by appropriate documentation to support the claim.
4. The appeal will be considered by the Academic Review Panel.
5. You will be informed in writing of the outcome of the appeal with 10 working days.

If you have submitted an appeal and remain dissatisfied you have the right to appeal to The Open University.

## **Appeal to The Open University**

If you believe that Education for Health's appeal process has been conducted incorrectly or you feel that the outcome is unreasonable in relation to the evidence then you have the right to raise the matter for external and independent review by The Open University.

You must submit a formal appeal in writing and your letter must include the following information:

- your contact address and telephone number
- the name of the institution that you had applied to
- the name of the programme which you applied for
- the specific decision you are appealing against
- documentary evidence that you have exhausted Education for Health's own internal procedures including copies of written correspondence between yourself and Education for Health concerning the decision you are appealing against, and a copy of the letter notifying you of the final outcome of the internal appeals procedure
- a clear statement explaining why you are appealing
- documentary evidence to support the grounds on which you are appealing.

If you fail to provide all of the above, your appeal will be delayed and may eventually be dismissed.

### **Important: please read carefully**

The Open University will make every attempt to respect your privacy and confidentiality when dealing with your appeal. However, unless you specifically state otherwise, the University will assume that you have given permission to disclose as necessary any of the information you provide. If you wish any matter to remain private or confidential, you must state so clearly in your letter. If you do not wish the University to disclose information, it may not be possible to consider your appeal appropriately.

### **When can I submit an appeal to The Open University?**

It is important that The Open University receives your appeal as soon as possible, and within three months of the outcome of your institution's internal procedures. Furthermore, the University and your institution may be unable to investigate fully formal appeals received after a significant time lag.

### **Where should I submit the appeal?**

Appeals must be sent to:

The Director, Open University Validation Partnerships  
1st Floor, Wilson B Block  
The Open University  
Walton Hall  
Milton Keynes  
MK7 6AA  
United Kingdom

**Where to get further help and guidance**

If you have exhausted the Education for Health appeals process and wish to take your appeal to The Open University you can contact Open University Validation Partnerships (OUVP) for advice and guidance on the procedures.

Please contact the Director of OUVP in one of the following ways:

Contact OUVP by email: [OUVP-Director@open.ac.uk](mailto:OUVP-Director@open.ac.uk)

Contact OUVP by phone: 01908 332840

Address:

The Director,  
Open University Validation Partnerships  
1st Floor, Wilson B Block  
The Open University  
Walton Hall  
Milton Keynes  
MK7 6AA  
United Kingdom

**The Office of the Independent Adjudicator for Higher Education**

Once you have completed all the internal procedures and you are still dissatisfied with the outcome, you may be able to apply for a review of the matter to the Office of the Independent Adjudicator for Higher Education (OIA).

The OIA was set up under the Higher Education Act 2004 to provide ‘an independent student complaints scheme’. All HEIs in England and Wales are required to comply with the scheme, which is free to students. More information about the scheme is available at the OIA website [www.oiahe.org.uk](http://www.oiahe.org.uk)

**For support in submitting your appeal or to discuss your situation prior to submission of an appeal please contact our Student Support Service on [studentsupport@educationforhealth.org](mailto:studentsupport@educationforhealth.org) or (01926) 838969.**