



5 E Ltd

Selby Centre

Selby Road

London N17 8JL

Tel: 020-8885-3456

Fax: 020-8808-9977

E-mail: enquiries@fivee.co.uk

Website: www.fivee.org.uk

Learner Recruitment & Admissions Policy

5 E Ltd (hereafter referred to as “the Organisation”) aims to maintain excellence through its teaching and recognises the importance of having in place appropriate policies and practices relating to the recruitment and enrolment of customers if these aims are to be fulfilled.

The policies and practices on recruitment and admissions are recognised as forming an integral part of the Organisation’s overall framework for assuring the quality and standard of all the qualifications and outcomes that are awarded to our customers, and it is committed to the maintenance of high standards in the operation of its recruitment and admissions activities.

The policy seeks to widen access and participation by raising awareness and expectations in the local community in order to increase the pool of candidates who can benefit from the provision on offer.

In addition, in line with the Organisation’s commitment to a policy of equal opportunities, under its admissions policy no customers will be subjected to less favourable treatment on grounds of race, ethnic or national origins, colour, gender, sexuality, parental status, marital status, disability status, creed, political belief or social or economic background.

The admissions policy recognises the importance of the provision of accurate and appropriate pre-

entry information and support to prospective customers in order to ensure that all applicants will be given every opportunity to choose programmes in an informed manner and to be admitted to a suitable programme.

The admissions policy also recognises the need for constant monitoring and review of its admissions practices and procedures and highlights the need to have in place arrangements for ensuring that appropriate action is taken arising from these in order to effect improvements as required and to respond to any changes in the institutional mission and external factors including changing patterns in the applicant market.

CODE OF PRACTICE

(i) The Administration Manager, in consultation with the Operations Manager, is responsible for ensuring that the selection, admissions policies and procedures are appropriate and that they are fairly and consistently applied. All designated personnel must be fully conversant with relevant programme syllabuses and available options.

(ii) All promotional material, regardless of the medium (i.e. printed, audio-visual, electronic etc.) should be clear, accurate and appropriate to the needs of prospective applicants, enabling them to make choices in an informed manner. As a minimum the following information should be set out:

General Information

- Selection and admissions policies and procedures;
- Commitment to equality of opportunity;
- List of programmes on offer;
- Length of programmes;
- Modes/methods of attendance, indicating the extent of flexibility and
- Coherence required, especially for modular programmes;
- Academic welfare and social facilities available;
- Mechanisms for ensuring academic quality
- The Organisation's Disability Statement;
- Travel costs reimbursed;
- Crèche facilities;
- Culturally sensitive learning environment.

Specific programme information

- Aims and objectives of each programme;
- Length of programme;
- How the programme is taught, supervised and assessed;
- Modes/methods of attendance;
- Admissions procedures for specific programmes, (e.g. policy on interviewing and selection);

Responsibility for checking the accuracy of the promotional material lies with the Operations Manager.

(iii) The Organisation should provide general pre-entry advice and guidance that is both accurate and appropriate, providing programme specific advice for prospective clients.

(iv) All enquiries and requests from applicants, whether by letter, telephone or in person, should

be given a high priority; the normal response time to enquiries should be within **three working days**.

(v) All decisions on applications must be made on the basis of the suitability for the programme and with no unjustifiable discrimination on the grounds of gender, ethnicity or disability.

(vi) Most complaints/queries can be resolved informally. A complaint/query should be dealt with quickly and as close as possible to the point at which it arises. To this end, applicants will be advised by a variety of means that, if they have a query or complaint regarding the admissions process or selection decision, they should refer it in the first instance to the Programme Manager and that, if they remain dissatisfied, they should contact the Operations Manager. Thereafter, if the complainant continues to be dissatisfied, they should submit a complaint to the Director. The full process for processing complaints is set out in the Organisation's Grievance and Appeals Procedure.

(vii) All applications should normally receive a response (at minimum an acknowledgement and explanation of the subsequent procedures to be followed) within **7 working days** of their receipt.

(viii) Staff responsible for admissions will, as required, be given training and support by the Organisation on equal opportunities, the range of entry qualifications, APL (accreditation of prior learning), the procedures and eligibility criteria for various funding bodies, and ways in which to use national records of achievement, in order to help them to implement the Organisation's policy and to process enquiries and applications in a speedy and efficient manner.

(ix) Every applicant should be interviewed in order to discuss their individual support needs.

(x) Recruitment strategies, admission and selection policies and procedures shall be monitored by the Programme Manager and the Operations Manager. Monitoring may include the following:

- Analysis of the profile of learners;
- Student retention rates;
- Achievement rates.

(xi) In the light of the outcomes of the monitoring procedures set out in (x) above, existing procedures will be reviewed and revised where appropriate.

Review of Policy

This was reviewed in June 2021 and is due for next review in June 2022.

If you require this policy in a larger font size, please contact the HR Department.