



Admissions Policy

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External reference points	<p>OfS Conditions B2 and B4</p> <p>UK Quality Code, June 2024</p> <p>Principle 9: Recruiting, selecting and admitting students: Providers operate recruitment, selection and admissions processes that are transparent, fair and inclusive. Providers maintain and publish accurate, relevant and accessible information about their provision, enabling students to make informed choices about their studies and future aspirations.</p> <p>GDPR regulations and the Data Protection Act 1998</p> <p>UK Council for International Student Affairs (UKCISA) https://www.ukcisa.org.uk/NewsWall</p> <p>Equality Act 2010.</p>

Version Control			
Previous Version	New Version	Date	Update/Notes
V4.1 (21-06-24)	V5	15-04-25	Added version control table and some formatting.
			Updated the external reference point to include OfS condition B4 and replaced UK Quality Code March 2018 to UK Quality Code June 2024 Principle 9.
			Emphasises that this policy is admissions for higher education students.
			Provides more detail and clarity on the work experience route including the academic interview and English language test requirements.
			Provides more clarity and detail on the support and encouragement provided for students who disclose a disability or special educational need.
			Updated the Complaints Form in the Appendix using the standard TEC formatting.
V5 (15-04-25)	V6	14-05-26	Annual review includes references to OfS Conditions B2 and B4, updates to the work experience route and academic interview sections, and the admissions complaints process has been updated including clarification that access to OIA is only available after TEC is registered with the OfS.

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1. Introduction

This policy sets out the commitment of Trent Education Centre (TEC) to ensuring that its higher education admissions process provides all applicants with fairness, transparency and equality of opportunities. TEC is open to accepting applications from people of all backgrounds, with a particular emphasis on people who are under-represented in higher education amongst the communities we serve. TEC is committed to ensuring access to our courses to under-represented people as stated in our Access and Participation Statement on our website. Admissions at TEC are conducted in accordance with the Office for Students (OfS) Condition B2 on the quality of admissions and information provided to applicants is fully transparent in accordance with OfS Condition B4.

2. Purpose and Scope

This policy ensures that all stakeholders including students and staff understand the approach taken at TEC to the admission of students into higher education courses. This policy includes admissions for local students interested in higher education courses only. TEC is committed to offering higher education opportunities to all potential students with special focus on those who face barriers to higher education such as people from under-represented minority groups, those who are disabled or prefer not to disclose a disability, those from low participation areas with low incomes as well as mature students who are over 21 and returning to education. TEC recruits and prepares students, who may otherwise be unlikely to enter higher education, for academic and career success, including finding a new job, gaining promotion or starting their own businesses.

3. Our Commitment

- TEC aims to recruit a diverse student body to foster inclusivity, with special focus on under-represented groups. We welcome applicants from all backgrounds and do not discriminate against anyone on account of their protected characteristics including age, disability, gender reassignment, marriage or civil partnership (in employment only), pregnancy and maternity, race, religion or belief, sex, and sexual orientation (Equality Act 2010).
- Applicants will receive all the support and information they need to make well-informed decisions before joining a course at TEC.
- They will be informed about the entry criteria for the course they wish to apply for
- We provide courses for all levels, and applicants who are not able to meet entry requirements for higher level course, can be admitted into English and Maths courses we provide at entry levels.
- The entry level courses are designed to provide you with qualifications that meet the entry requirements of the higher-level courses we offer.
- For mature students (21 years or older), applying for higher level courses we offer, work experience can be considered as a valid substitute for formal qualifications. However, applicants may need to pass an English test as well. This could be the Trent Education Centre's own English Test, or an English Tests provided by a recognised awarding body such as Pearson or NCFE.

4. Admissions Standards

All applicants are evaluated based on their academic background, work experience, dedication, and potential. TEC does not discriminate against people on the grounds of their protected characteristics as stated in the Equality Act 2010. TEC is committed to providing a consistent, fair, and comprehensive admissions system whilst adhering to the following practices:

Under CMA regulations for Higher Education Providers and Consumer Law, Admissions staff are required to provide or direct applicants to all relevant information upon receiving a programme enquiry. This may involve sharing a link to the TEC webpage containing course-related documentation or sending attachments or hard copies of essential materials. The documents sent to applicants must include the Student Handbook, comprehensive details about the content and structure of their course, the academic calendar, delivery schedule, and timetable, Terms and Conditions, the Tuition Fee, Refund and Compensation Policy, and the Admissions Policy and Procedures, which can be accessed on the TEC website.

The Marketing and Business Development Committee assists the Senior Management Team with recommendations on student recruitment and admissions. Full details of all courses on the TEC website include the English language skills, qualifications and experience applicants need to have to join the course. The requirements are consistent with the guidelines of the relevant awarding organizations.

TEC's entry requirements include an academic interview and assessment, which are conducted to evaluate whether applicants meet the criteria for their chosen programme. A qualified and trained staff member assesses the applicant's qualifications, knowledge, work experience, commitment and academic ability, ensuring they are adequately prepared to succeed in the programme and meet its demands. Applicants from Non-Majority English speaking countries must either have a relevant qualification (e.g., GCSEs, IELTS, Duolingo, Pearson, NCFE, BKSb) or they need to take TEC's own comprehensive test of Reading, Writing, Speaking and Listening in English. Students who are under the age of 21 may not enter without relevant qualifications at the relevant level such as level 3 qualifications for entry into level 4 courses. Mature students (aged over 21) without formal qualifications may be admitted based on their work experience, provided they can demonstrate its relevance in preparing them to succeed in the course.

TEC provides regular training for all staff involved in admissions. These sessions may be organized by accredited government and educational bodies, such as the Home Office, Study UK, Pearson/Edexcel, partners, SLC, and HESA. Additionally, Admissions staff must annually review the Admissions Policy and Procedures, implementing updates as required to reflect any changes in law or changes to regulations.

Applicants who wish to complain or appeal about the TEC admissions services or decisions may follow the process set down at the end of this policy. All appeals and complaints are managed in accordance with TEC's Complaints and Appeals Policy. To fulfil CMA requirements, Admissions staff must provide applicants with detailed and transparent information, enabling them to make informed decisions regarding programmes of study during their enquiry and application process.

5. Stages of Admissions

5.1. Step One: First Contact

TEC starts admissions once an individual reaches out to the TEC Admissions staff. The applicant applies through expressing interest via email, the TEC website, or by completing an application form. Admissions staff will be there to support any applicant and help them understand how to complete their application, verify eligibility, and invite them to come to TEC to finalise the application.

Any student may visit one of TEC's delivery sites at any time. During their visit, they will be able to meet members of the Admissions team. This meeting aims to give all information they need on the anticipated academic programme of study, assess eligibility, and all the information about fee, student loan and funding if relevant and kickstart the application process if the student decides to proceed.

5.2. Step Two: Documentation

All applicants are invited to bring all required documents. For students planning to apply for student loan or funding, their documents check must be done in a face-to-face setting. After they complete the application form, Admissions staff will ask for originals of the following documents:

- Proof of UK address such as bank statement and/or bill no more than last three old
- Passport or driving licence for their ID
- Visas or other proof of UK settled status
- Any qualifications already obtained
- Employment reference or customer references for self-employed emailed to admissions@trenteducation.co.uk
- CV and Personal Statement and/or Enhanced Work Experiential Form

The Admissions team collect all the required documents from students and keep a scanned copy on TEC's databases which are password protected in accordance with TEC's Data Protection Policy. All documents are checked to ensure they are authentic and valid. Staff look for signs of alterations and cross check the details of students on certificates and their passports. If there are concerns about authenticity, TEC will contact the awarding organisation to check the certificate is genuine.

TEC may also use the qualification checking service for non-UK certificates ECCTIS which operates the European network of Information Centres (ENIC) after the UK left the EU. Students who do not have a formal qualification with UCAS points may still apply if they are mature (21 years of more) and have relevant work experience instead. Such students must provide evidence of their work experience, and they are also required to provide their CV and Personal Statement with a good rationale explaining why their work experience has prepared them adequately to succeed on their selected course.

Mature route students need to arrange an email reference from their employer to be sent to the TEC admissions email address admissions@trenteducation.co.uk Self-employed students need to give two customer references via email or by any means which can be checked by the TEC admission team. All this evidence of students taking the work experience route rather than qualification route to entry into a course at TEC will be thoroughly explored and tested during a comprehensive academic interview and English language test.

5.2.1. Disabilities

It is best for students who know that they have a disability or learning difficulty to declare as soon as possible when making their application. This will enable TEC to put special adjustments in place for the applicant, so they are not at a disadvantage during the application process and after they have been admitted and enrolled into a course. Applicants are actively encouraged to disclose any disability or educational need on their application form. This information will not be used to discriminate against the applicant but will be passed confidentially to the Head of Safeguarding and Health & Safety and Student Support Manager who can provide appropriate advice and guidance to students with disabilities or educational needs and ensure such students receive all the support the TEC can reasonably provide.

5.3. Step Three: Academic Interview and English Test

5.3.1. Academic Judgement Criteria

TEC assesses each applicant's academic readiness using the following criteria:

- The applicant's ability to meet the academic demands of the programme, demonstrated through interview responses, written work and prior learning
- The relevance, level and duration of the applicants work experience (for mature applicants 21 years or more), including evidence of higher-level skills such as communication, problem-solving and reflective thinking
- The applicant's motivation and commitment to study, including realistic understanding of course expectations
- The applicant's English language competence at the required CEFR level, assessed through approved qualifications or TEC's mapped and moderated internal English test
- The applicant's digital readiness to engage with online learning, assessments and communication

These criteria ensure that all admissions decisions are evidence-based, consistent and aligned with OfS Condition B2.

5.3.2. Academic Interview

Interviews must be conducted by dedicated staff who have been trained to carry out interviews by Senior Staff with experience of conducting the interviews. Staff appointed to carry out academic interviews for courses from L1 to L3 must have a minimum BA (Hons) degree in a relevant subject. Staff appointed to conduct academic interviews for courses from L4-L7 must have a minimum of a master's qualification in a relevant subject.

The academic interview consists of questions about the student's academic and employment background, understanding of the course, and their commitment to academic studies. Those students who are applying through the work experience route, must provide detailed answers to questions about their current and past employment and demonstrate with examples how it has prepared them for the course they wish to study. They must also demonstrate how the course will help them achieve their academic and career goals. Interviews are usually conducted in person, but may be conducted online in which case the interview is video recorded, and the applicant must show their ID. The original of the ID will need to be seen in person if the applicant passes the interview and before they can enrol in the course. Interview decisions are recorded and periodically audited to ensure consistency across applicants.

5.3.3. English Language Test

Applicants who do not have GCSE level 2 IELTS 5.5 or qualifications from a majority English speaking country can provide evidence of passing Cambridge, Duolingo, Basic Key Skills Builder (BKSB), NCFE or Pearson English Tests. Trent Education Centre is able to offer students the BKSB, NCFE, Pearson or Duolingo Test at any of the TEC Study Centres.

Students who do not wish to take one these tests, may instead take the TEC English language entry test which includes sections on reading comprehension, listening comprehension, writing and speaking. This English language test may only be used if it meets the criteria for any partner organisation TEC is delivering for.

For students who need to pass the English test, the interviewer will complete the following during the academic interview will ask the applicant to do the following:

- Answer questions about their written personal statement
- Read a short passage during the interview and answer questions about it
- Listen to a short dialogue and answer questions about it
- Answer all questions about their personal background and reasons for study and ability to succeed

The candidate must meet the English language level requirement in order to be accepted into a course. The following table gives a general indication of English language entry requirements, but these may differ according to the awarding organisation that TEC is in partnership with for a particular programme. TEC’s internal English test is marked and moderated by trained staff to ensure consistency.

Level of Course Applied for	Individual IELTS elements: Reading, Listening Writing, and Speaking	Minimum overall score	
		IELTS	Common European Framework Reference (CEFR)
Level 3	4.5	4.5, 5, 5.5	B1
Level 4-6	5.5	6, 6.5	B2
Level 7	6	7, 7.5	C1

Applicants who are from majority English-speaking countries may not need to take the English language entry test if their first language is English. Also, students who have qualification in the English language at the right level such as Baccalaureate or GCSE qualifications will not need to take the English language entry test.

5.4. Step Four: Enrolling or Registering for the Course

5.4.1. How to Enrol

After passing the application stages, the applicant’s details are handed to the Student Support Manager who will support the applicant with enrolment. Enrolment information, along with an electronic form from their respective awarding body, will be sent to all students before the course start date. It is compulsory for applicants to complete their enrolment within the timeframe stated by the awarding organisation. The Student Support Manager will support the student throughout the enrolment process once the student has received an offer. Students who are not able to enrol within the required timeframe will have to defer their studies and enrol at a later date.

5.4.2. Student Finance Eligibility

Eligible students will be able to apply for student loan funding for designated L4-L6) courses, or funding from the Adult Education Budget (AEB) for designated L1-L3 courses, These students will be subject to either the Terms and Conditions of TEC’s partner college or university. Applicants who are not able to obtain student loan funding will be required to ;pay their own fees for their studies. Such students would need to cancel the application or defer their studies to a later date or pay their own tuition fees.

5.4.3. Student Support Manager Checklist

The following documentation (not for international distance learning) must be completed for the applicant to enrol:

- Proof of address in the UK
- The original copy of the applicant's passport
- The original copy of the student's certificates and transcripts
- References from an employer or a customer if the applicant runs their own business
- Applicant's Personal Statement and CV
- Any other documentary evidence that a partner university or college may require
- Completed Academic interview showing that the applicant has passed
- If relevant, evidence of meeting the English language level entry requirement, either with the TEC English language test, or an approved certification (BKBS, Pearson, NCFE, Duolingo) if required

All contact details of the applicant and their next of kin must be supplied. Students are responsible for keeping TEC up to date with any contact details changes. Students will be required to sign a declaration form during induction, and they must confirm that they will attend all classes.

6. Entry Requirements for ATHE Level 4 and Pearson BTEC Higher National Diplomas L4/5

Applicants should have one of the following qualifications:

Qualifications
International Baccalaureate (Level3)
A' levels
Other recognised level three qualification such as a Pearson BTEC Level 3
A further education qualification giving access to Higher Education

Trent Education Centre will refer qualifications to ECCTIS to see if they are equal to UK A level qualifications.

6.1. Work Experience Route

If applicants who are 21 years or more have none of the required qualifications, they normally require evidence of at least two years' experience of working in roles that are relevant to the subject area and at the appropriate level of responsibility, which means they include some experience of business management activity such as supervising staff or managing customer relationships. Evidence usually includes a job reference. Work-experience route decisions are recorded and periodically reviewed to ensure consistency

Applicants following this work experience route must provide one of the following:

All of the following	One of the following
A personal statement	Employment contract showing continuous employment
Work experience evidence	Rather than an employment contract an applicant can provide an employment reference.
Successful interview	Self-employed students can submit a reference from a customer or other evidence of self-employment

It is possible for an applicant with prior qualifications from another course to gain exemption from some units or modules up to 90 credits. Applicants must provide evidence of this to be considered.

In addition to the above, prospective students who are not from a non-majority English speaking country and are without required qualifications such as the IELTS 5.5, or GCSE Grades C-A, are required to take an English language test and achieve result that are equivalent to the following:

Level of HND Course Applied for	Minimum overall score		
	CEFR*	IELTS Overall Score	Minimum individual IELTS elements for: Reading & Writing
Level 4/5	B1	5.5	5.5

*Common European Framework Reference (CEFR)

Students can take an IELTS Test at TEC's British Council approved IELTS Test Centre in Birmingham. Applicants who do not have the required English language level will be offered free online English language classes or in-person classes at our British Council accredited English language hub in Nottingham. Students will be given the opportunity to apply again at the next intake when their English has improved. Every application is considered on an individual basis.

6.2. Approval Stage

TEC Admissions staff consider all aspects of the students' application and use the following checklist:

- Whether the applicant is appropriate for the course
- Possible reasonable adjustments for disabled or underrepresented groups
- Whether or not the applicant has committed a crime
- Whether or not the applicant has a conditional or unconditional offer An applicant who has

received an offer will need to accept it or reject it.

1.1. Offer Acceptance

When the applicant receives a conditional offer, or meets an unconditional offer, they will be able to join the induction and start their studies. All final decisions are approved by a friendly senior management team.

7. Induction

Applicants must complete an induction prior to starting the course. The induction consists of:

- Introducing TEC, Key Staff
- Introducing any partner organisation
- Essential information about TEC and its operations.
- Details about any affiliated partner organizations or awarding bodies.
- It also covers comprehensive information about the course, including:
 - The academic calendar.
 - The structure and design of the course.
 - Module and unit content.
 - Teaching approaches.
 - Assessment procedures.
 - Overview of progression routes.

Applicants will also participate in:

- Workshops and sessions focused on welfare and additional support.
- Digital platforms TEC uses
- Access to libraries and materials
- Discussions about how we engage students
- Meeting the Student President
- TEC regulations such as Safeguarding and PREVENT.

Finally, the induction process concludes with feedback from participants to ensure continuous improvement.

8. Cooling off period

After joining the induction, students can begin their classes. They have a 14-day cooling-off period from the start of classes. During the cooling-off period students may change their mind and decide to leave the course or withdraw and there will be no consequences. If students withdraw after the cooling off period there may be financial consequences. Students need to consult the TEC Terms and Conditions as well as the Tuition Fee, Refund and Compensation Policy for more details about the consequences of withdrawing after the cooling off period.

9. Late Starters

For courses run by Trent Education Centre (TEC) there are no late starts for students. Some partner organisations may permit late starts for students and in that case, we will follow their policy.

Students must have an unconditional offer letter from TEC or the associated partner organisation to be eligible to attend classes. For those unable to begin the course within the first two weeks due to delays in receiving their unconditional offer from the partner, TEC will arrange catch-up classes to ensure they do not fall behind. However, if an unconditional offer is not received within two weeks of the programme's start date, students will be provided with the option to defer their enrolment to the next intake.

10. Compliance

The Student Support Manager records student attendance and submits it to the regulator or partner organisations during the first month of the course. This ensures that students are actively participating in their course and meeting conditions associated with their student loan where relevant

A file with all the required documents must be signed off by the Student Support Manager and include:

- A letter with the offer of a place on the course
- Qualifications with academic transcripts
- Proof of address in the UK
- Passport ID certified copy
- Record of attendance
- Induction checklist

11. Paying for your Studies

Students may cover the costs of their studies through different funding sources. You may be **self-funded**, which means you will pay the fees and your maintenance costs yourself. You may be **sponsored**, which means you may have someone like your employer who agrees to pay your course fees for you. Thirdly, you may be eligible to receive a government **grant or loan** to cover the costs of your fees and maintenance. Finally, you may be eligible for the limited number of Scholarships and Bursaries TEC offers to deserving students.

Please contact our Admissions Team at admissions@trenteducation.co.uk in order to enquire about your eligibility and how you can apply for grants, loans, scholarships and bursaries to support your studies.

12. Scholarships & Bursaries

TEC offers some applicants financial support to fund their studies in the form of a bursary or scholarship. TEC sets aside £100,000 per annum for scholarships and bursaries. Funds for Scholarships and Bursaries will be provided to applicants on an individual basis. Once the fund has been spent for the academic year, students will not be able to apply until the next academic year. Please ask the Admissions Team admissions@trenteducation.co.uk to see if there are funds available for Scholarships or Bursaries in the current academic year before submitting your application.

12.1. Scholarships

The TEC scholarship programme is for students who can demonstrate that they have made outstanding achievements either academically, in their work, sports, arts or music. We will consider offering scholarships to cover the full costs of study to eligible applicants with evidence of outstanding achievements.

12.2. Bursaries

TEC also offers the opportunity for students from low-income backgrounds to apply for a Bursary that will contribute towards the cost of their studies at TEC.

12.3. Who Can Apply?

Applicants can apply for bursaries or scholarships to pay the fees for all TEC's courses. Anyone applying must apply in the normal way for the course and be accepted on the course by passing all the entry criteria.

Applicants who want to apply for a bursary or scholarship should apply directly to admissions@trenteducation.co.uk. You need to write an essay explaining in English in approximately 500 words why you should have a TEC Scholarship, or a TEC Bursary. Students applying will be required to provide evidence that they cannot finance the course themselves if they wish to apply for a bursary.

You should submit your request for no later than one month before the course starts. Your application will be reviewed by senior staff members, and you will receive an answer from the Senior Management Team (SMT) within two weeks of applying.

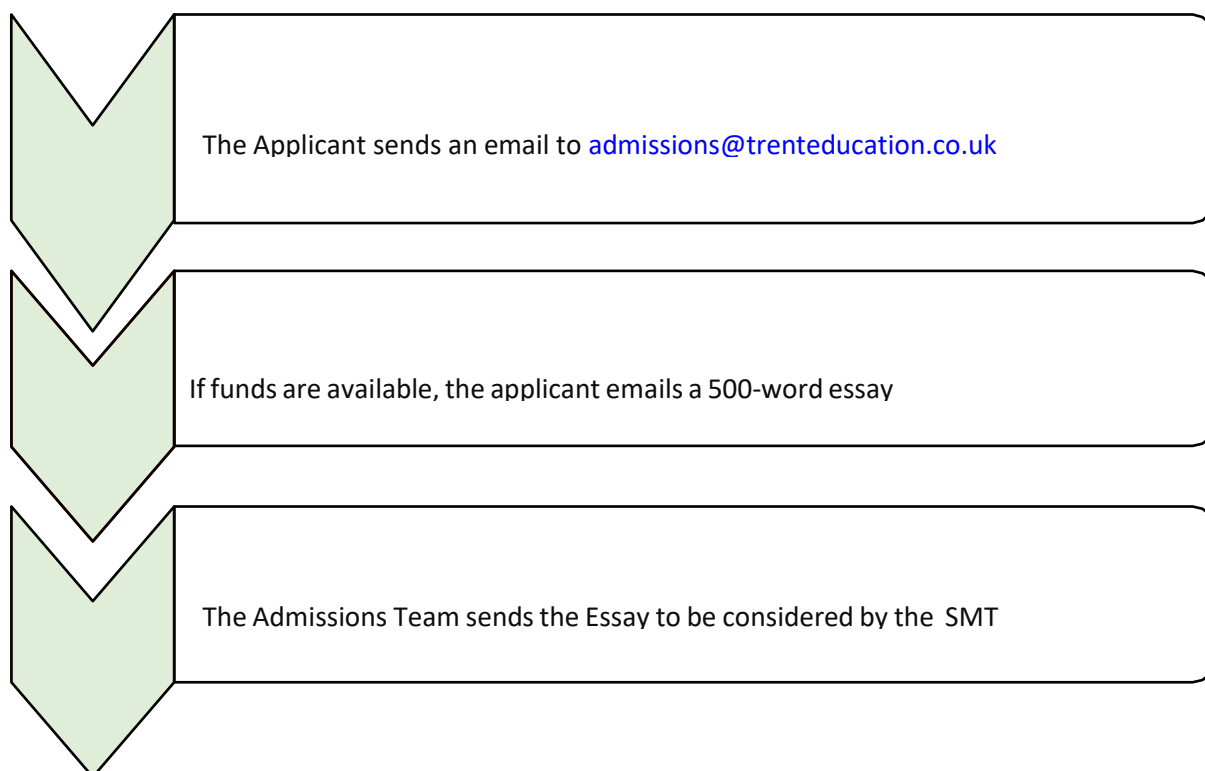
12.4. Criteria for Offering a Scholarship

- The applicant meets the entry requirements for the course.
- There are still funds available for the current academic year (please check this first)
- The applicant has been able to communicate effectively in their 500-word essay that they made an outstanding achievement in a particular field
- Three members of the SMT including the Chair need to agree before a Scholarship can be approved

12.5. Criteria for Offering a Bursary

- The applicant meets the entry requirements for the course.
- There are still funds available for the current academic year (please check this first)
- The applicant can produce evidence upon request that they cannot finance the course themselves
- The applicant has been able to communicate effectively in their 500-word essay why they wish to join the course they are applying for and how it will help them to improve their life-chances.

12.6. Scholarships and Bursaries Flowchart



13. Admissions Flow Chart

13.1. Student Admissions (UK students only) Introduction

- Applicants contact Admissions staff in person or online admissions@trenteducation.co.uk
- Admissions staff guide Applicants on courses, dates and entry requirements,
- Applicants complete the application form and apply for student finance or scholarship/bursary if relevant

13.2. Application

- Applicants provide hard copies in person of all required personal documents
- Admissions staff store documents and check authenticity
- Evidence of relevant qualifications are submitted
- Evidence of work experience can be submitted for consideration for students 21 years or older

13.3. Interview

- Applicants can take the TEC English language Test unless required to provide a recognised English language qualification (BKBS, Pearson, NCFE, Duolingo, IELTS or Cambridge).
- All applicants must attend an Academic Interview in person with a member of staff qualified and trained to make accurate academic judgements
- Successful applicants receive a Conditional Offer Letter
- An Unconditional Offer Letter is sent to the student who have met all requirements
- The student accepts the offer and supplies their CRN number if SLC funded

Interview decisions are recorded and moderated to ensure consistency in the standards of applicant acceptances.

13.4. Enrolment

- Applicants meet the enrolment requirements of their respective awarding organisation
- The TEC Student Support Manager (Registry) changes the student status from 'Provisional' to 'Enrolled'
- Students need to pay their own fees by the deadline provided if they have not been able to get approval for a loan from the student loan company or they will have their application cancelled or deferred to the next intake if they wish to apply again.
- Students may pay their own fees, be sponsored or in receipt of a scholarship or bursary

13.5. Induction & Follow Up

- Applicants who wish to accept an offer attend the induction
- Applicants who wish to accept an offer, sign a learning agreement
- Students complete a feedback form on the admissions process after induction
- Applicants/students may complain or appeal against admission decisions at any time during the process following the TEC Admission Complaints and Appeals procedure

14. Complaints and Appeals of Applicants

14.1. Scope

Applicants can lodge a complaint if they wish to complain about their experience applying for a course of study at TEC. They must follow the three-step process outlined in TEC's Complaints Policy. This includes unsuccessful applicants seeking to appeal an admission decision. In cases involving applicants, they should replace the term 'student' with 'applicant' and adhere to the same procedures, ensuring consistency and fairness in addressing complaints and appeals related to admissions.

14.2. General Principles

TEC is committed to reflecting on all complaints and appeals related to admissions and resolving them fairly and efficiently. Every admission-related complaint or appeal must be reviewed at the appropriate stage, with inquiries conducted sensitively. TEC will try to keep the names and details of individuals confidential where it can. TEC may, however, need to reveal some information so that individuals may defend themselves against accusations. The outcome of a complaint or appeal should generally be shared with all parties involved, including the complainant or appellant.

14.3. Making an Admissions Complaint or Appeal

Applicants may submit a complaint or appeal in person by speaking to a staff member, or they may use TEC's dedicated complaints email: complaints@trenteducation.co.uk. All admissions complaints and appeals are managed by the Student Support Manager, who records the details and forwards them to the relevant staff members. The Student Support Manager carefully documents all aspects of the complaint or appeal, including TEC's responses, resolutions, and any further correspondence, ensuring the records remain complete and well-organized.

Most admissions complaints or appeals are typically resolved in the initial informal stage, known as step one. However, if an applicant remains dissatisfied with TEC's decision, they have the option to move to step two by completing the complaints form available on TEC's website.

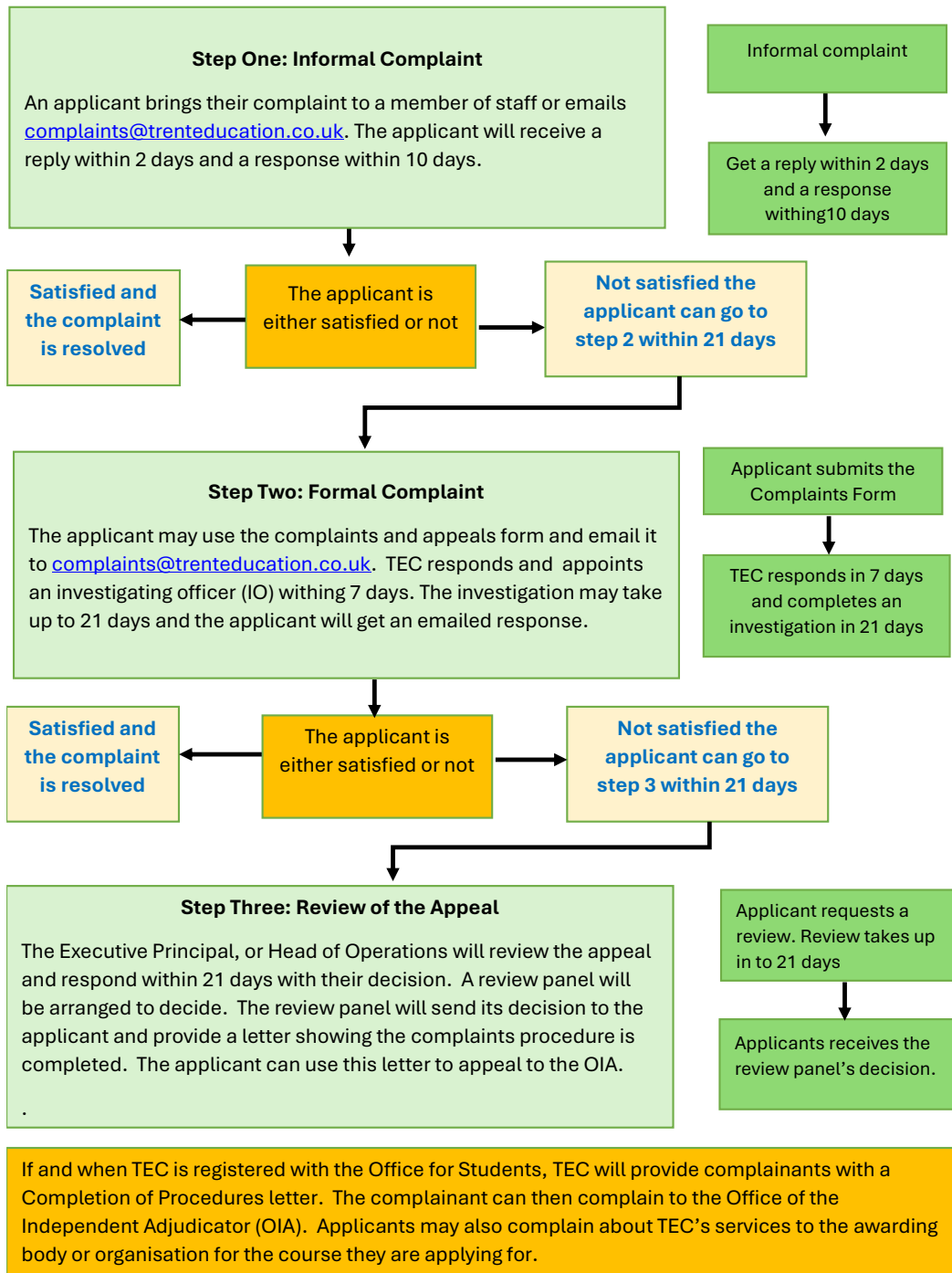
Should the applicant still find the outcome unsatisfactory after the formal process, they may request a review by the Admissions Committee, whose decision will be final. If the applicant is still not satisfied, they may take their complaint to the Office of the Independent Adjudicator (OIA). This organisation will ask for a letter from TEC showing the full TEC complaints procedures has been completed. TEC will provide you with this letter after the final decision of the review by the Admissions Committee.

The applicant may also escalate the issue to the awarding organisation, such as one of TEC’s university or college partners or the Pearson awarding body. Further details, including the full Complaints and Appeals Policy and process are provided below.

15. Complaints & Appeals

All applicants are provided with a [link](#) to TEC’s Complaints and Appeals Policy, where they can make a complaint or appeal against an admission decision.

15.1. Complaints and Appeals Procedure



15.2. Complaints Form

Access the Complaint Form [Here](#) or email you complaint to complaints@trenteducation.co.uk

15.2.1. Who is this form for?

This form is available for anyone applying to study at Trent Education Centre (TEC). It is the same as the complaints form used for students who are already studying at TEC, but the word 'students' has been substituted with 'applicants' for all complaints and appeals about admissions. Applicants must reveal their identity when submitting a complaint or if another person is submitting it on their behalf.

15.2.2. Purpose of the Form

Applicants who are not satisfied with the result of any informal complaint may use this form to make a formal complaint. A complaint is only considered formal when a complaints form is submitted. are advised to use respectful language and avoid personal abuse, as the comments will be shared with whoever the complaint is about.

15.2.3. What next?

After the complaint has been submitted:

- We will appoint a member of staff referred to as the Investigating Officer (IO) to investigate no later than 7 days after receiving the Complaint Form.
- The Investigating Officer will ask to meet you and get you views on the matter
- A written outcome will be provided to you within twenty-one days of raising the formal complaint.

TEC is committed to maintaining confidentiality throughout the process but notes that information pertinent to the complaint will be shared with staff members involved in the investigation to ensure a thorough review. You will be asked to sign a statement declaring that you agree to us sharing information to people who may have evidence about the complaint.