

Admissions Policy

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1. Background and Purpose

The Academy (LCKA) is committed to developing a rigorous admissions process that adheres to the legal framework of the United Kingdom particularly in relation to consumer protection while maintaining the principles of fairness, openness, and equal access to opportunities. The Academy encourages applications from candidates of all backgrounds and actively promotes submissions from diverse communities, especially those who are confronted with socio-economic disadvantages that hinder their ability to pursue higher education.

The purpose of the Admissions Policy is to provide staff, students, and other relevant stakeholders with a clear understanding of the Academy's admissions procedure. It describes the practical implementation of the admissions strategy and the procedure for admitting students into academic programmes at the Academy.

Students shall be registered in academic programmes that result in qualifications granted by recognised awarding organisations (e.g., Pearson) or those administered by the Academy in partnership with institutions. In every aspect of the admissions procedure, strict adherence to the Admissions Policy and Procedures of the relevant awarding organisation (e.g., Pearson) and relevant partner organisation will be maintained.

2. Aims and Objectives

The Academy aims to attract eligible applicants and provide them with well-informed decision-making processes to prepare them for academic success, rewarding employment opportunities, growth in their present careers, or the launching of their own businesses.

The objectives of the Admissions Policy are outlined as follows:

- To ensure the recruitment of students from diverse backgrounds, with particular emphasis on non-traditional, under-represented and disadvantaged candidates from regions with low participation rates.
- To furnish students with comprehensive support and information to enable informed decision-making regarding their application to the Academy or any other educational institution.
- To admit only those students demonstrating the potential and determination to succeed in the Academy's higher education programmes.
- To implement a prompt, transparent and equitable process for evaluating applicants' compliance with relevant entry criteria, offering alternative training and support to those who do not meet the standards, thus fostering successful future applications.
- To recognize work experience as a viable alternative to formal qualifications in the assessment of applicants' eligibility.

- To eradicate discrimination based on the following protected characteristics in accordance with the [Equality Act 2010](#).
 - age
 - disability
 - gender reassignment
 - marriage and civil partnership
 - pregnancy and maternity
 - race
 - religion or belief
 - sex
 - sexual orientation.
- To provide tailored guidance and support to all applicants throughout the admissions procedure, catering to their individual needs.

3. Application

The admissions policy applies to both domestic and international students enrolled in in-person, blended or distance learning programmes. The Academy provides equitable access to higher education for a diverse range of prospective students, including individuals who do not typically fall into traditional student demographics. This is especially significant in regions where enrolment has historically been low. The demographics in question may include first-generation university students, members of communities from disadvantaged backgrounds, members of minority ethnic or racial groups, mature students (21 years old or older at the time of enrolment), and individuals with documented disabilities.

The Academy is committed to inclusion for all individuals including those listed amongst the protected characteristics above. In addition, it is committed to assisting underrepresented and disadvantaged groups to increase their access and participation in higher education.

4. Equality, Diversity, and Inclusion

In line with our Equality, Diversity and Inclusion Policy, the Academy is committed to recruiting people from a diverse range of backgrounds and providing them with equitable access to higher education. This inclusive approach to admissions stems from our overarching purpose:

To tackle the causes of deprivation through education that helps people and communities develop the skills they need for self-empowerment including academic and career success.

Our admissions team strives, therefore, to recruit people into our higher education provision from deprived communities, including non-traditional students living in low participation areas (Quintiles 1 & 2).

5. Admissions Standards

LCKA aims to build a credible, impartial, and inclusive admissions framework while adhering to the following protocols:

- Comprehensive entry requirements, as outlined in this Admissions Policy, are made publicly available on the LCKA website, and incorporated into promotional materials for courses.
- Prospective students must undergo an academic pre-assessment to ascertain their eligibility for their chosen programme.
- Additionally, prospective students undergo an academic interview, conducted by a qualified individual, to determine the applicants' ability to successfully complete the course they are applying for.
- Candidates from non-majority English-speaking countries lacking requisite qualifications (e.g., GCSEs, IELTS) must successfully pass an English language proficiency test and interview before enrolment. English language levels based upon the Common European Framework reference may vary depending upon the course, its level, and any organisation the Academy is delivering in partnership with.
- Qualifications such as Level 2/3 GCSEs, 'A' levels or their equivalents are mandatory for students under 21 years of age.
- All selection procedures adhere to the Equality Act 2010.
- Assessment of applicants is based on academic performance, professional experience, dedication, and potential.
- Admissions personnel are mandated to participate in training seminars and workshops to remain abreast of evolving guidelines and policies. Furthermore, attendance at seminars on regulations may be required (e.g., Home Office, Study UK, Pearson/Edexcel, partners, SLC, HESA, etc.).
- Admissions policies and procedures are subject to annual review, with updates mandated whenever necessary due to changes in legislation or awarding organisation regulations. Routine quarterly monitoring ensures compliance with UK government and awarding organisation requirements. This routine monitoring also ensures that the Academy is delivering on its promise for equality, diversity, and inclusion (as laid out above).
- The Admissions Policy is accessible on the LCKA website.
- The Admissions Policy includes the management of admissions complaints and appeals in a fair and accessible manner.
- In compliance with CMA advice and guidance, Admissions staff provide prospective applicants with material information via email at the point of inquiry and application, enabling them to make informed decisions regarding their prospective course of study.

In accordance with CMA advice and guidance (for Higher Education Providers and Consumer Law), admissions staff are obligated to redirect or route students to the appropriate source of information regarding a programme when they inquire about it. This might mean offering prospective students a hyperlink to the webpage containing the relevant course documentation, or the Academy may provide certain documents in hard copy or as an attachment in an email. Such actions ensure that applicants and students are well-informed about their selected programme and are aware of the expectations placed upon them by the Academy. The following documents are mandatory and must be provided to students in a fixed PDF format at the time of offer:

- Course information (content and structure)
- Tuition Fees, Refunds, and Compensation Policy
- Any additional costs students may incur when studying
- Terms and Conditions
- Student Handbook
- Key Academic Regulations such as the Attendance and Engagement Policy

6. The Admissions Process

6.1. Stage One: Engagement

The admissions process at the Academy is initiated when an applicant contacts or is contacted by Admissions personnel. This interaction may entail expressing interest via email using admissions@lckacademy.org.uk, or by completing an enquiry form on the Academy website. Following this, an applicant will be interviewed by a member of the Admissions team who will verify the applicant's eligibility, determine their understanding of the application process and the course they are applying for, and extend an invitation for a visit to the Academy to complete the application process.

Alternatively, a prospective student residing in the United Kingdom may opt to visit one of the physical locations where the Academy conducts its activities. During such visits, they will receive an appointment with a member of the Admissions team. The objective of this appointment is to clarify information related to the preferred course of study, evaluate compliance with eligibility requirements, and begin the application process if considered eligible.

Throughout the initial phase, all inquiries are addressed by Admissions personnel, who possess the capacity to provide current and relevant guidance and assistance regarding available courses, prerequisites for enrolment, eligibility requirements, course fees, and, if applicable, the process of obtaining student loan funding. The LCKA website provides applicants with material information regarding available higher education courses offered and any collaborating organisations that may be involved.

6.2. Stage Two: Documentation

If required by the partner organisation, students will be asked to apply through UCAS. All document checks must be carried out in person for local students who aim to study in person. After a local candidate has submitted the student loan application, the Admissions staff will request physical copies of some or all the following documents depending upon the eligibility and entry requirements of the course they are applying for, and conditions of the relevant awarding organisation or LCKA partner:

- Identification, such as a valid passport
- Confirmation of settled status or a valid visa document
- Verification of UK address, comprising a utility bill or bank statement issued within the last three months (**A driver's license is not acceptable**).
- Certificates of all current qualifications (transcripts may also be required if, for example, a student wishes to apply for Recognition of Prior Learning)
- Proof of relevant job experience in the UK including pay slips and/or P60, employment contract or reference.
- A personal statement written by the applicant explaining why they wish to join the course and why they believe they will be able to complete it successfully.
- Character reference from an employer, work colleague or customer/client if the application is self-employed
- Personal reference (this may be considered under exceptional circumstances).

The Admissions team is mandated to digitally scan and securely store these documents within the Academy's password-protected management information system. Further information regarding the safeguarding of applicants' personal data is available in the [Academy's Data Protection Policy and Data Privacy Notice and Consent Policy](#).

The Academy will conduct thorough verification of the authenticity of the documents submitted by applicants, scrutinizing them for any signs of tampering or alteration. This verification process includes cross-referencing personal details provided on certificates with those stated in the passport. Our objective is to diligently ascertain the authenticity of the documents, ensuring they remain unaltered and pertain to the respective applicant. In instances where doubts arise regarding document authenticity, the Academy will conduct further inquiries through the relevant issuing authority. Records of these additional verifications will be documented in the applicant's file. Additionally, the Academy reserves the right to employ qualification-checking services to validate the authenticity of provided certificates.

In cases where certificates are not of UK origin, the Academy may utilize ECCTIS (formerly UK NARIC) resources to verify equivalency or directly contact the issuing institution if necessary. Subsequently, the verified documents will be securely stored both in individual files and within the Academy's password-protected electronic student management system.

Mature applicants (aged 21 years or more) who possess relevant work and/or life experience may be eligible to apply through the Mature Student Route if they do not have UCAS points from a recognised qualification. The Academy may request that students in these instances provide the following documentation of their work experience in the UK.

All local applicants applying via the Mature Student Route may be required to provide the documents below.

All the following	One of the following
Pay slips for the past three months unless self-employed	Employment contract showing continuous employment
Two P60s for two years of employment unless self-employed	Character reference from an employee can be provided in place of a contract to show continuous employment
Two years of tax returns	For self-employed applicants, company registration documentation and UTR documentation along with two years of tax returns and/or a character reference from a customer or client.

6.3. Stage Three: Academic Interview and English Language Entry Test

6.3.1. Qualified Academic Interviewer

Academic interviews must be conducted by a qualified interviewer, who may be one of the following:

- A lecturer affiliated with the programme to which the applicant seeks admission.
- A competent individual who possesses the necessary qualifications and experience to teach in the programme for which the applicant is applying.
- A certified English language teacher possessing an undergraduate degree from a majority English-speaking country, coupled with accreditation for teaching English as a secondary language (e.g., CELTA or its equivalent).
- Any individual who possesses a relevant postgraduate degree (e.g., MBA) in addition to practical experience in the field of adult education.

6.3.2. Academic Interview

An academic interview must be successfully completed by all applicants to determine their suitability for the desired course of study. The interview consists of the following questions:

- Verifying the identity of the applicant
- Asking applicants about their motivation, study plans, personal background, education, relevant work experience career development plans, how the course will help them achieve their academic and career goals and how it will challenge them. **(This information will be recorded on an Academic Interview form).**

6.3.3. English Language Entry Test

Applicants who do not possess a GCSE level 2 IELTS 5.5 score or equivalent qualifications from majority English-speaking countries may be required to pass an external English language test from a recognised awarding organisation. Alternatively, they may be required to pass the LCKA English Language Entry Test. This test consists of writing, reading comprehension, speaking, and listening assessments.

Candidates whose English proficiency must be verified will be subjected to an assessment of their English language level during the academic interview. Their English language level will be assessed according to how closely it aligns with the Common European Framework Reference (CEFR) criteria (A1, A2, B1, B2, C1, C2). The assessment will take place before and during the academic interview as follows:

- An assessment of English language speaking and listening level whilst responding to interview questions
- An evaluation of a written text that the applicant completed before the interview.
- A demonstration of reading comprehension skills in the presence of the interviewer.

The minimum English language competency requirement must be met to be admitted to a course. The table below provides an overview of English language entry requirements, which may change depending on the LCKA partnering requirements and the awarding organisation for a specific programme.

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

*Common European Framework Reference (CEFR)

Please be aware that the English Language Entry Test is not necessary for students from majority English-speaking nations, whose first language is English, or who possess appropriate qualifications (such as GCSEs or IELTS).

6.3.4. Disabilities

When completing their application form, applicants are requested to disclose any disabilities or special needs. The Academy encourages applicants with special education needs or disabilities to apply for our courses and will make every effort to provide reasonable adjustments for them. Applicants are asked to disclose any disabilities or special educational needs they may have on the application form. The Registry Officer receives this information and will ensure that every effort is made to accommodate and support the applicant's requirements during their time at the Academy.

6.4. Stage Four: Approval

6.4.1. Application Approval

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

- Has the applicant applied through UCAS?
- Is the applicant suited to a particular course, taking account of the information obtained in all the stages above?
- Is all required documentation provided?
- Are there any disabilities or special needs, (physical or mental) which require reasonable adjustments in the delivery of the course?
- Does the applicant fulfil all other prerequisites for admission?
- Is there a criminal history that could affect the offer?

6.4.2. Criminal Convictions

Applicants with spent or unspent criminal convictions may be prevented from enrolling in a course at the Academy. This will depend upon the course you are applying for, the severity or type of criminal offence committed and the admissions policy of the LCKA partner if the applicant is applying for a course offered by LCKA in partnership with another organisation (university or college). Where permitted, LCKA will use its discretion in the interests of fairness, access and participation and the safety of its students and staff.

6.4.3. Notification of Decision

Applicants will receive a formal notification regarding the acceptance or rejection of their application. For applicants who are accepted by LCKA the following will apply:

If the applicant is applying to a course that is offered by the Academy independently of any partner organisation, the offer will be an **LCKA Unconditional Offer**.

If the applicant is applying for a course that is offered by the Academy in partnership with a partner organisation (such as a university or other college), LCKA will provide an **LCKA Conditional Offer** to the applicant. LCKA will ask the partner organisation to consider the application. The partner organisation will inform the applicant and LCKA of its decision. If the application is successful, the partner organisation will send the applicant an **Unconditional Offer** of a place on the course. The applicant should consult the partner organisation's Terms and Conditions in addition to the LCKA Terms and Conditions before accepting their Unconditional Offer.

6.4.4. Acceptance of the Offer

The applicant must reply to the Unconditional or Conditional Offer they receive stating their acceptance of the offer before proceeding to enrolment. On accepting the Unconditional Offer, applicants will be giving their consent for LCKA and/or the relevant LCKA partner organisation to process their data.

If they have received a Conditional Offer by LCKA, they will need to wait until they receive the Unconditional Offer from the LCKA partner organisation (university or other college) before they can proceed to enrolment.

Applicants who receive an Unconditional Offer from the LCKA partner organisation will need to reply to the partner organisation stating their acceptance of the offer before proceeding to enrolment with the partner organisation.

6.5. Stage Five: Enrolment and Registration

6.5.1. Enrolment Process

Applicants will either be required to enrol with LCKA for a course the Academy runs independently, or they will be required to enrol with the relevant LCKA partner for a course the Academy runs in partnership with a university or college.

An applicant's information is forwarded to the Registry Officer for enrolment once they have accepted an unconditional offer for a course. Before the start of the course, each applicant will be required to complete an enrolment form. Applicants are required to provide their consent for LCKA to process their data as part of enrolment.

If the applicant is enrolling on a course that is offered by the Academy independently of any partner organisation (such as a university or college partner), the applicant will be required to complete the Academy's own enrolment form that will be provided by the Registry Officer.

If the applicant is enrolling on a course that is offered in partnership with one of the Academy's partner organisations (such as a university or college), the applicant will be required to complete the partner's enrolment form. In this case, the Registry Officer will refer the applicant to the partner organisation for the completion of their enrolment.

The Registry Officer will remain in contact with the applicant regularly until the enrolment is complete. The application is either withdrawn or postponed until the subsequent intake if the applicant fails to enrol within a given timeframe. Once enrolled, an applicant becomes a student.

6.5.2. Student Finance Eligibility

Students may either pay their own fees (self-funded) have a sponsor who pays their fees for them (sponsored) or receive student loan funding from the student loan company (SLC). SLC funding may include both a loan for tuition fees and the student's maintenance costs. See the LCKA [Terms and Conditions](#).

for more details.

Students who receive acknowledgement from SLC that they meet the criteria for student loan funding, may attend classes. Students whose applications are not approved by student finance within the specified timeframe will either be required to pay their tuition fees, have their fees paid by a sponsor, or have their applications withdrawn or deferred to the subsequent intake. In the event of a deferral, students will be obligated to satisfy the admissions criteria outlined

in their application at the time of submission, which may differ from those required in their prior application.

6.5.3. Registry Officer Checklist

The following documentation must be completed by the student or the Admissions team including the Academic Interviewer before the student (not relevant if the student is international doing distance learning) can complete the enrolment process:

- Students are required to provide proof of address in the UK.
- Students are required to provide an original passport/visa and original academic transcripts/certificates, or employment documents (see the Mature Student Route above).
- Authentication of the student's passport against the previously submitted copy to the Academy.
- English Language Entry Test if relevant and completed Academic Interview form containing evidence of successful completion.

Please note that the documents mentioned above will be supplemented with those collected throughout the application procedure.

Students will be advised to ensure the Academy has their up-to-date contact information. Students will be required to sign a Student Declaration Form before or on the Induction day. This requests the student's signature as confirmation that they will abide by the Academy's Attendance and Engagement Policy, submit their own work by deadlines, observe the Academy's Student Code of Conduct and give their consent for their Academy to process their data. A copy of the declaration will be saved in the student's file.

7. Entry Requirements for Specific Courses

7.1. Pearson BTEC Higher National Certificate – Level 4/5

Applicants should have one of the following qualifications:

Qualifications
GCSE passes at grades 'A to C' including English Language and a minimum of one A Level at grades 'A' to 'E'
A BTEC Level 3 Certificate or Diploma
An Access to Higher Education Certificate awarded by an approved further education institution
A recognized Foundation Programme L3
Academy-recognised certificated learning equivalent to the above, such as the International Baccalaureate.

Where possible, LCK Academy uses the ECCTIS (Formerly UK NARIC) to determine equivalents to GCSE and A-level qualifications.

Applicants aged 21 years or more without the required qualifications can apply through the Mature Student Route. They will usually be required to have completed a minimum of two years of relevant work experience in a managerial, supervisory, or administrative capacity that is relevant to the programme for which they are applying. This must be demonstrated through the following:

All the following	One of the following
A personal statement	Employment contract showing continuous employment
	Employment reference can be provided in place of a contract to show continuous employment
Successful academic interview	For self-employed, company registration documentation and UTR documentation along with two years of tax returns

If a candidate possesses prior knowledge that aligns with the learning objectives and assessment standards of their desired course, typically with 90 credits (depending on the subjects studied previously), they may qualify to enrol in an HND programme. It is the responsibility of the applicant to provide sufficient evidence demonstrating this eligibility. Please refer to the Recognition of Prior Learning for more information.

Furthermore, individuals seeking admission, who are from countries where English is not spoken by the majority and lack GCSE English Language grades A to C or an IELTS score of 5.5, must undergo the LCKA English Language Entry Test and achieve the specified English language level. Students who do not meet the necessary English language level in the test will be referred to an English language course. This course aims to assist them in enhancing their English skills to the required level for admission to the Pearson HND programme at the upcoming intake.

The required CEFR English level for the HND is given below:

Level of HND Course Applied for	Minimum overall score		
	CEFR*	IELTS Overall Score	Minimum individual IELTS elements for Reading & Writing
Level 4/5	B1/B2	5.5	5.5

*Common European Framework Reference (CEFR)

Each application is individually assessed upon its own merits.

7.2. Undergraduate BA (Hons) Degree Programmes

The entry criteria for university programmes may vary depending on the programme and the university. The following is an example of what might occur if LCKA provided an undergraduate course in collaboration with a university.

For a three-year undergraduate programme, students must have one of the following:

- A Foundation Year or minimum of two full A-levels at grade C or above, or equivalent.
- For applicants from non-majority English-speaking countries, an overall IELTS score of 6 is expected, with a 5.5 minimum for all the individual elements.

Applicants who do not fulfil the minimum requirements for a three-year undergraduate programme, or who are unsure that they are fully prepared for a degree course, may be eligible to apply for a four-year programme that includes a Foundation Year. The admission requirements for this are:

- A minimum of two GCSEs including GCSE Maths grade C, International Baccalaureate grade 4 or equivalent.
- For applicants from non-majority English-speaking countries, an overall IELTS score of 5.5 is expected, with a 5 for all the individual elements.

A mature student (21 years or more) may be admitted on the Mature Student Route based on prior work experience and/or life experiences. Normally, they would be expected to present the evidence below:

All or some of the following

- Pay slips for the past three months
- Two P60s for two years of employment
- Two-year tax returns
- Personal statement and CV
- Written summary of work experience

One of the following

- Employment contract showing continuous employment
- Employment reference can be provided in place of a contract to show continuous employment
- For self-employed, company registration documentation and UTR documentation along with two years of tax returns

In addition to the above, prospective students who are not from a majority English-speaking country and do not have GCSE English Language at grades A to C or IELTS 5.5, will either be required to take a recognised English language test, or may be able to take the LCKA English Language Entry Test and achieve the following:

Level of HND Course Applied for	Minimum overall score		
	CEFR*	IELTS Overall Score	Minimum individual IELTS elements for Reading, Writing, Listening and Speaking
Level 3	B1	4.5, 5, 5.5	4.5
Level 4-6	B2	6, 6.5	5.5

*Common European Framework Reference (CEFR)

Students whose English proficiency does not meet the criteria for the level will be referred to an English language course aimed at assisting them in attaining the required level of English language for future intakes of the Pearson HND programme.

Each application is individually assessed upon its own merits.

8. Induction

Applicants are typically required to attend an induction before beginning classes. The following list (which is not exhaustive) will be covered in the induction:

- Welcome and introductions to key members of staff
- Information about the Academy
- Information about any partner organisation or awarding organisation
- Information regarding progression routes
- Information on workshops, additional support & welfare
- The virtual learning environment (VLE)
- Learning resources
- The student committee and student engagement
- Academic regulations (attendance and engagement, mitigating circumstances, assessment deadlines, academic misconduct)
- Important guidelines and protocols, such as the PREVENT Duty, Safeguarding, and Student Code of Conduct
- The Learning Agreement
- Induction Feedback
- Information about their course includes:
 - academic calendar
 - course design
 - module/unit content
 - teaching, learning and assessment strategies

9. Cooling off period

After completing the induction, students are eligible to begin attending classes. Upon commencing their classes, students are granted a 14-day cooling-off period, during which they have the option to withdraw from the course without incurring any penalties. After the designated cooling-off period, it is expected that students will attend all their classes. Students are registered with an appropriate awarding organisation such as Pearson, after a maximum of 28 days and no later than three weeks after the commencement of their course. Finalised applications for student loan funding (SLC) must be submitted by the date specified by LCKA or the appropriate partner organisation where relevant.

10. Late Starters

Attendance in classes is limited to students who have received an unconditional offer letter from LCKA or the relevant partner and enrolled. LCKA will offer additional catch-up classes to students who are unable to begin the programme in the initial two weeks due to their pending unconditional offer and enrolment. If students do not receive an unconditional offer within two weeks of the start of the programme, they will have the option to defer to the next intake date.

11. Compliance

Attendance of students is recorded and sent to relevant partners and the Student Loan Company (SLC) by the Registry Officer within the first month of study. This is to ensure that students are actively participating in the course and meeting the requirements of their Learning Agreement, and the SLC.

All student documents will be signed, dated, and placed in the student's file by the Registry Officer. The file should contain a comprehensive record of the student's history.

The file should include:

- 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
- Additional information required for student record submission.

12. Admissions Flow Chart

 Stage One Making Contact	
• Applicants contact Admissions staff in person or online • Admissions staff guide Applicants on courses, partner organisations, dates, entry requirements, academic interviews, fees, and student loan funding if relevant • Applicants complete the application form and apply for student finance if relevant	
 Stage Two Documentation	
• Applicants provide hard copies in person of all required personal documents • Admissions staff store documents and check authenticity • Evidence of work experience can be submitted for consideration in the absence of qualifications. • Evidence of life experience can be submitted for consideration in some cases in the absence of relevant work-experience or qualifications.	
 Stage Three: Academic Interview and English Language Entry Test	
• Applicants from a non-majority English speaking country without relevant qualifications from a take a recognised English language test or the LCKA English Language Entry Test • All applicants including those who need to take the English language test must attend an Academic Interview in person	
 Stage Four: Approval & Offer	
• Applicants approved for a course offered independently by LCKA receive an Unconditional Offer Letter from LCKA	• Applicants approved for a course offered by LCKA in partnership with a partner organisation receive a Conditional Offer Letter from LCKA
• Applicants reject the offer, or accept the offer and proceed to Enrolment	• Applicants receive an Unconditional Offer from the LCKA partner organisation • Applicants reject the offer or accept the offer and proceed to Enrolment
 Stage Five: Enrolment and Registration	
• Applicants meet the enrolment requirements of their respective awarding organisation • The LCKA Registry Officer changes the student status from 'Provisional' to 'Enrolled' • Students who are not approved for student finance by the awarding organisation's deadline can pay their own fees or will have their application cancelled or deferred to the next intake if they wish to apply again.	
 Stage Six: Induction	
• Applicants who wish to accept an offer attend the induction • Students complete a feedback form on the admissions process after the induction • Applicants may complain or appeal against admissions decisions at any time during the process using the LCKA Complaints and Appeals Policy	
Stage Seven: Classes Begin	

13. Admissions Complaints and Appeals

When applying for admission to the Academy, a candidate might wish to file an admissions complaint regarding the conduct of a staff member or their overall experience. If an applicant is not accepted into the Academy, they may also want to file an appeal against the admissions decision. All complaints/appeals regarding admissions from prospective applicants seeking admission to the Academy will be subject to the three-stage process outlined in the Academy's Complaints and Appeals Policy.

13.1. General Principles

The Academy is committed to addressing all admissions complaints and appeals in a fair and timely manner, ensuring a just resolution for all parties involved.

Complaints and appeals regarding Admissions will be thoroughly investigated at the appropriate stage. The investigations will be conducted with sensitivity, ensuring the rights and confidentiality of the complainant/appellant and any staff member involved are respected.

If a staff member is mentioned in an admissions complaint or appeal, they shall be notified about the nature of the complaint. They must also be given the chance to address the issue and, if necessary, handle the complaint directly.

It is customary to inform all staff members involved, including the complainant, about the outcome of a complaint or appeal.

13.2. Making an Admissions Complaint or Appeal

Applicants may submit admissions complaints or appeals in person, verbally to a staff member, or via the Academy's complaints email address: complaints@lckacademy.org.uk.

The Registry Officer records all admissions complaints and appeals received and forwards them to the appropriate person. All the details regarding the admissions complaint/appeal are recorded on the Complaint Log Sheet, along with the Academy's responses and any subsequent actions taken.

Most admissions complaints/appeals can be resolved satisfactorily through early resolution and informal processes. Initial complaints/appeals are addressed as a stage 1 complaint.

Applicants who are dissatisfied with the Academy's response to their initial admissions complaint or appeal may proceed to Stage 2 and utilise the complaint/appeal form provided in the Complaints and Appeals Policy.

If the applicant remains unsatisfied with the result of their admissions complaint/appeal, they have the option to request a review, which will be carried out by the Senior Leadership Team. Their decision shall be considered as the final resolution. The Academy will issue a Completion of Procedures Letter to the applicant. If the applicant remains dissatisfied with the outcome, they have the option to approach the Office of Independent Adjudicator (OIA) once the Academy has registered with the OIA.

After the initial attempt at early resolution, the applicant has the option to approach the relevant awarding organisation and lodge a complaint. This could be one of the Academy's university or college partners or the Pearson awarding organisation.

For more information, please refer to the Academy's detailed Complaints and Appeals Policy.