

<b>Policy Name</b>	Admissions Appeal Policy: Institute for the Study of Muslim Civilisations
<b>Approved by</b>	Academic Council
<b>Date of Original Approval</b>	September 22, 2016
<b>Contact Office</b>	Office of the Registrar

## **1.0 Preamble**

- 1.1 The Aga Khan University (AKU) and the Institute for the Study of Muslim Civilisations (ISMC) are committed to the provision of fair and transparent admissions policies and procedures for all applicants. If an applicant has a cause for concern about the way her / his application has been handled and / or is not satisfied with the initial feedback received, s / he may use this process to inform the relevant academic entity of her / his concern(s) through a formal channel.
- 1.2 The purpose of this Admissions Appeals Policy is to enable applicants to raise matters of concern regarding the admissions process without risk of being disadvantaged and for the University to resolve these concerns quickly and fairly.
- 1.3 This policy is relevant to applicants applying for entry to undergraduate, graduate and postgraduate courses of study offered by the Institute for the Study of Muslim Civilisations.
- 1.4 For the purposes of this policy, an 'appeal' is a request to reconsider an admission decision in the context of the appropriate academic unit's admissions policy.

## **2.0 Principles**

- 2.1 The principles which support the Admissions Appeals Policy are that:
- 2.1.1 All appeals are treated seriously and constructively. It will also seek to ensure that appeals are dealt with quickly, with fairness and consistency.
- 2.1.2 If an appeal is upheld, AKU and ISMC will make every effort to either reverse or rectify the error and will do so promptly.
- 2.1.3 If an appeal is not upheld, the reasons for the decision will be communicated to the applicant.
- 2.1.4 Applicants lodging an appeal and those against whom appeals are made may expect appeals to be dealt with confidentially and with respect for their privacy. However, it may be necessary to disclose information to others in order to deal with the appeal and in these circumstances the parties concerned will be informed of such disclosure.

## **3.0 Scope of an Appeal**

- 3.1 An applicant may appeal against the handling of her / his own application if there is reason to believe that:

- 3.1.1 The decision made contradicts the published entry criteria.
  - 3.1.2 There was an administrative or procedural error in the handling of the application.
  - 3.1.3 The emergence of substantial new information which may have affected the decision and which could not have been available at the time the original decision was made.
- 3.2 Appeals will not be considered:
- 3.2.1 If the dispute is against a decision made on academic grounds. Due to the level of competition, there will inevitably be occasions when an applicant is disappointed with a selection decision.
  - 3.2.2 If an appeal is submitted anonymously or through a third party.
  - 3.2.3 If the dispute concerns a decision from a previous admissions cycle or one that has already been accepted by the applicant.

#### **4.0 Procedures**

- 4.1 ISMC will attempt, wherever possible, to resolve application queries quickly and informally. In the first instance, an applicant should contact the Assistant Registrar, ISMC to ask for feedback and an explanation as to why her / his application was unsuccessful. If this course of action proves unsatisfactory, then the formal appeals process should be followed.
- 4.2 Where an applicant remains dissatisfied with the outcome of their application for admission and the feedback received or where substantial new information that has not been considered as part of the original application, s / he may appeal in writing by submitting a Letter of Appeal.
- 4.3 For the purposes of this Policy, written communication may be in paper or electronic format.
- 4.4 A Letter of Appeal must be submitted within 15 working days from the date of the letter notifying the applicant of the decision.
- 4.5 The Letter of Appeal should be sent to the Assistant Registrar, ISMC.
- 4.6 The Letter of Appeal should contain the following:
  - 4.6.1 Applicant's Name
  - 4.6.2 Details regarding the application and any correspondence related to the application, including responses received from the University.
  - 4.6.3 Name(s) / title(s) of the individuals with whom the applicant has corresponded.
  - 4.6.4 A clear explanation as to why the applicant is not satisfied with the feedback or communications received.
  - 4.6.5 Any supporting documentation related to the application / appeal.
  - 4.6.6 Signature and date.
- 4.7 The Director, ISMC shall investigate the appeal and shall respond to the applicant within 15 working days of receipt of the appeal. (If it should prove impossible to respond fully within 15 working days, the applicant shall be informed in writing of the revised timescale).
- 4.8 The Director may request additional information from either the applicant or relevant staff and may, in some cases, convene a meeting to discuss the appeal.

4.9 The Director will find either:

4.9.1 That the appeal is upheld and the Institute will take appropriate action.

4.9.2 That the appeal is not upheld and confirms that no action will be taken.

4.10 The decision reached by the Director is final and will be communicated to the applicant within five working days of considering the appeal.