

Non-Enrolment or Non-Continuation Review Process

Author	Deputy Executive Principal – Teaching, Learning & Improvement
Date	August 2026
Person Responsible	Deputy Executive Principal – Teaching, Learning & Improvement
Approval/ review body	SLT
Frequency of Review*	36 months

* Policies will be reviewed more frequently if legal changes or good practice require

Review History:		
Date	Reviewed by	Reason for review
September 2026	Deputy Executive Principal – Teaching, Learning & Improvement	Procedure written and introduced

Contents

1. Purpose	1
2. Scope.....	1
3. Principles	2
4. Who may request a review	2
5. How to request a review	2
6. How the review will be conducted	3
7. Review outcomes	3
8. Timescales.....	4
9. Finality and other rights.....	4
10. Data protection and record keeping	4
11. Monitoring and review.....	4
12. Appendix 1: Process Summary.....	5

Related Policies/documents: Admissions processes; Student Complaints Procedure; Behaviour Policy; Fitness to Study Policy; Equality Diversity and Inclusion Policy; Data Protection Policy and Procedures; Privacy Notice; SEND and Learning Support arrangements

1. Purpose

North Kent Colleges Group (herein “the College”) aims to make fair, evidence-based decisions about admission, enrolment and continuation of study. This process provides a prompt, proportionate and independent review where an applicant or student asks the College to reconsider a decision not to enrol them, not to permit them to continue, or not to allow progression to the next level or year of study.

A request within this scope is a review of an academic or enrolment decision, not a complaint about the College's service. It will therefore be considered under this process rather than the Student Complaints Procedure.

2. Scope

2.1. Decisions covered:

- 2.1.1. a decision not to enrol a new student or re-enrol an applicant or returning student;
- 2.1.2. a decision not to allow a student to continue their programme, including withdrawal pre-42 days or after the 42-day probation period; and
- 2.1.3. a decision not to permit progression to the next level, year of a programme of study

2.2. Matters not covered:

- 2.2.1. a complaint about the standard of service, staff conduct or how the College delivered its processes, unless it is inseparable from the decision under review;
- 2.2.2. an appeal against an examination or awarding-body result;
- 2.2.3. a disciplinary sanction where the Behaviour Policy provides the applicable route;
- 2.2.4. a mental or physical health route where the Fitness to Study Policy provides the appropriate route;
- 2.2.5. a Higher Education academic appeal or complaint governed by the relevant HE procedure;
- 2.2.6. a safeguarding concern, which will be referred immediately to the Welfare & Safeguarding Team;
- 2.2.7. a learning support issues which has been referred to the Learning Support Team of the relevant NKC College; or
- 2.2.8. a matter subject to legal proceedings or another statutory process.

Where a communication raises more than one issue, the College will identify the appropriate route for each issue. A concern will not be excluded from the Student Complaints Procedure merely because it mentions an enrolment or continuation decision. However, it will be for the College to decide the most

appropriate route and not the individual(s) writing in their concern to North Kent Colleges Group or a particular NKC College

3. Principles

- 3.1. The review will be fair, impartial, timely and based on relevant evidence.
- 3.2. The reviewer will not have made, or been materially involved in, the original decision.
- 3.3. The applicant or student will have a reasonable opportunity to explain why the decision should be reconsidered and to provide relevant evidence.
- 3.4. The College will consider its duties under the Equality Act 2010, including reasonable adjustments, and any relevant safeguarding or SEND responsibilities.
- 3.5. The review is a single-stage process. Its outcome is the College's final internal decision on the enrolment, continuation or progression matter.
- 3.6. Once reviewed under this process, it cannot be reintroduced through any other process by means of appeal, including through the College's complaints procedure.
- 3.7. The process will not be used to penalise anyone for raising a genuine concern.

4. Who may request a review

A review may be requested by the applicant or student affected by the decision. A parent, carer, advocate or other representative may request or support a review where the College is permitted to communicate with them if they are named within the applicant/student's profile on our central REMs system.

For a student aged 18 or over, the College will normally require the student's express consent before sharing personal information with another person. For a student who was under 18 at enrolment, or a student with an Education Health and Care Plan, the College will communicate in accordance with its Privacy Notice, data-protection requirements and the student's individual circumstances.

5. How to request a review

The request must normally be submitted in writing within 10 working days of the date on which the decision was communicated. A late request may be accepted where there is a good reason for the delay.

- 5.1. The request should be sent to principalsoffice@northkent.ac.uk and should include:
- 5.2. the applicant's or student's full name, date of birth and College identification number, if known;
- 5.3. the College, course and decision to be reviewed;
- 5.4. the reasons the decision should be reconsidered;

- 5.5. any relevant evidence; and
- 5.6. details of any reasonable adjustment needed to use this process.

A request may be based on one or more of the following:

- 1. relevant information was not considered;
- 2. the decision relied on a material factual error;
- 3. the applicable process was not followed;
- 4. relevant mitigating circumstances were not considered;
- 5. or the decision was unreasonable or disproportionate in the circumstances.

The College will provide reasonable help where an individual cannot submit a written request because of disability, communication need or another substantial barrier.

6. How the review will be conducted

- 1. The College will acknowledge the request and confirm that it falls within this process. If another procedure is more appropriate, the College will explain where the matter has been referred.
- 2. The review will normally be conducted by the Principal of the relevant NKC College. If that Principal made or was materially involved in the original decision, the review will be conducted by a different College Principal or the Deputy Executive Principal.
- 3. The reviewer will consider the original decision, the reasons and evidence supporting it, the review request, relevant policies and any additional information needed to reach a fair decision.
- 4. The review will normally be completed based on the written papers. The reviewer may, however, choose to speak with the applicant, student, representative or relevant staff where this would help clarify a material point. There is no automatic right to a meeting or hearing.
- 5. If new information may adversely affect the applicant or student and is material to the outcome, they will normally be given a reasonable opportunity to comment on it before the outcome decision is made.
- 6. The reviewer may obtain specialist advice, including from Welfare & Safeguarding, Learning Support, Admissions, curriculum teams, data protection or legal advisers, while retaining responsibility for the decision.

7. Review outcomes

The reviewer may:

- 7.1. uphold the original decision;
- 7.2. overturn or vary the original decision;
- 7.3. return the matter for a fresh decision by an appropriate manager who was not responsible for the original decision; or
- 7.4. identify another appropriate course, level, support arrangement or next step, where available and suitable.

The written outcome will state the decision, give clear reasons, summarise the material considered and confirm any action to be taken. Where appropriate, it will signpost independent information, careers guidance or alternative provision. A review does not guarantee that a place will remain available while the review is considered.

8. Timescales

The College will issue its written decision within 10 working days of receiving the review request. If information needed from the applicant or student is missing, the College will explain what is required and the timescale may be paused until it is received.

Where exceptional circumstances decide within 10 working days impracticable, the College will write before the deadline, explain the reason and provide a revised decision date. Requests received during a North Kent Colleges Group closure period may take longer because relevant staff may be unavailable.

9. Finality and other rights

The outcome is final within the College. There is no further internal appeal because this process is itself the independent review of the original decision. The same enrolment, continuation or progression decision cannot then be reconsidered through the Student Complaints Procedure simply because the applicant, student or representative disagrees with the outcome.

This does not prevent a separate complaint about a distinct service failure or staff conduct, provided it falls within the Student Complaints Procedure. Nor does this process remove any statutory right, right to seek legal advice, or right to raise a matter with an external body where that body has jurisdiction. The College will provide appropriate signposting in the outcome letter where relevant.

10. Data protection and record keeping

The College will use personal information only as necessary to administer the review, meet its legal duties and monitor the fairness and effectiveness of the process. Information will be shared only with those who need it for these purposes and retained securely in accordance with the College's retention arrangements, Privacy Notice and Data Protection Policy and Procedures.

11. Monitoring and review

The Deputy Executive Principal will oversee consistent application of this process. Anonymised information on the number, type, timeliness and outcomes of reviews will be considered periodically to identify themes, equality impacts and opportunities to improve decision-making. The process will be reviewed at least every three years or sooner following material legal, regulatory or organisational change.

12. Appendix 1: Process Summary

Step	Action	What Happens
1	Decision issued	The College explains the non-enrolment, non-continuation or non-progression decision.
2	Review requested	The applicant or student normally emails principalsoffice@northkent.ac.uk within 10 working days and provides reasons and evidence.
3	Route confirmed	The College confirms whether the matter falls within this Review Process and identifies the independent reviewer.
4	Independent review	The relevant College Principal reviews the decision. If involved previously, another College Principal or the Deputy Executive Principal reviews it.
5	Written outcome	The College issues a reasoned decision within 10 working days of receiving the request, subject to any notified exception or pause.
6	Process complete	The outcome is the College's final internal decision. No further internal appeal or duplicate complaint is available.