

**Access to Higher Education Concerns Scheme Submission Form**

# How to complete this form

This form has five sections, with instructions for completion included in each section. Please ensure you have completed the relevant parts of every section of the form before submitting to QAA, otherwise we might be unable to investigate your concern.

# Section 1: About you

This section is for you to enter personal details so that we can contact you. We will need at least one method of contacting you by written communication as we conduct much of our concerns investigation process in writing - our usual method of contact will be email.

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Title:** | Mr | | Mrs | Miss | | Ms | | Other: |
| **Surname:** | |  | | | **First names:** | |  | |
| **Address:** | | | | | | | | |
| **Tel:** | | | | | **Mobile:** | | | |
| **Email:** | | | | | | | | |

You will need to inform us of any changes to your contact details while we consider your case.

# Section 2: Details of the provider or Access Validating Agency (AVA) about whom you have a concern

If you are/were a **student**, please complete Section **2a**.

If you are/were a **member of staff**, please complete Section **2b**.

If you are/were neither a student nor a member of staff, please complete Section **2c**.

## Section 2a - Student

**Name of the provider you are/were registered with or the name of the AVA who awards the qualification you are/were studying for**

Please enter the name of the provider with whom you are/were registered and about whom you are raising a concern **or** the name of the AVA who awards the qualification for which you are/were studying and about whom you are raising a concern.

**Course you are/were registered on**

Please enter the name of the course you are/were studying - for example,

'Allied Health Professions'.

**Type of provision**

Please tick the appropriate box to indicate whether you are/were studying your course:

* full-time (attending the total number of modules assigned for a year's study)
* part-time (attending a number of the modules assigned for a year's study in one year and attending the rest the next year).

|  |  |  |  |
| --- | --- | --- | --- |
| Full-time: |  | Part-time: |  |

|  |  |
| --- | --- |
| **Date you began your course:** |  |
| **Date your course finished:** |  |
| If you are still a student, please enter the date you expect to finish your course:  If you withdrew or were withdrawn from your course, please enter the date of withdrawal: | |

## Section 2b - Member of staff

**Name of the provider and/or AVA**

Please enter the name of the provider and/or AVA where you are/were a member of staff about whom you are raising a concern.

**Your employment**

|  |  |
| --- | --- |
| **Job title** |  |
| **Nature of employment** |  |
| **Period of employment** | From: (month/year)  To: (month/year) |

**Is your concern currently being investigated by an Employment Tribunal, or is an Employment Tribunal pending?**

|  |  |  |  |
| --- | --- | --- | --- |
| Yes: |  | No: |  |

**Please note:** QAA is not normally able to investigate concerns while an Employment Tribunal is in progress or pending. If you have signed a compromise agreement with the institution concerned, you may wish to seek legal advice before submitting this form. It is your responsibility to ensure that you comply with the terms of any relevant prior agreements.

## Section 2c - Neither a student nor a member of staff

**Name of the provider or AVA**

Please enter the name of the provider or AVA about whom you are raising a concern.

**What is your relationship to the institution concerned?**

|  |
| --- |
|  |

# Section 3: Process for raising a concern

Before raising a concern with QAA, any concern about a particular Access to HE course should be raised with the course provider, following their published procedures. If the provider cannot resolve the concern satisfactorily, this should then be investigated by the AVA. If, at this point, the concern has not been resolved, then it should be raised with QAA.

Similarly, any concern about the way in which an AVA is undertaking its responsibilities should first be raised with the AVA. If the AVA cannot resolve the concern satisfactorily, this should then be raised with QAA.

Concerns that relate to an AVA meeting the regulatory requirements as set out in the licensing criteria, should be raised directly with QAA.

Where relevant, has your concern been investigated through the provider's and/or AVA's own internal procedures?

(please tick)

|  |  |  |  |
| --- | --- | --- | --- |
| Yes: |  | No: |  |

Please submit correspondence and/or documentation relevant to the provider's and/or AVA's investigation alongside this submission form.

# Section 4: Your concern

Please describe your concern below. Use a separate sheet if required.

## Evidence

Your submission should be accompanied by documentary evidence to justify any inquiries to the provider and/or AVA concerned. If the evidence is not available to you, you could consider a request under the Freedom of Information Act, if that applies, or by making a Subject Access Request. You should be able to find information or guidance online about both of these things should you need help.

We cannot consider a submission based on wholly unsubstantiated allegations. We reserve the right not to investigate concerns considered to be vexatious or malicious.

You should send us any relevant information including letters or emails, and a copy of correspondence and/or documentation relevant to the provider's and/or AVA's investigation of your original concern.

# Section 5: Declaration

* I declare that the information given on this form is, to the best of my knowledge, true and complete.
* I have read the [Access to Higher Education Concerns Scheme](http://www.qaa.ac.uk/docs/qaa/access-to-he/access-to-higher-education-concerns-scheme.pdf) guidance and understand the purpose of the Concerns Scheme.

|  |  |
| --- | --- |
| **Signature:** |  |
| **Date:** |  |

Please note that if you email your form to us, typing your name into the box above will be considered comparable to an electronic signature.

## Anonymity

We process the personal information of individuals who submit concerns to the Scheme on the basis of legitimate interest - the regulation of the Access to HE Diploma and the promotion and maintenance of quality and standards in higher education.

If we decide to investigate your concern, the process will be considerably aided if we are able to disclose the details you have provided in Sections 1 and 2 above (excluding your postal and/or email address) to the institution concerned and to any other organisation that we may need to consult in the course of our investigation.

If you request anonymity, please note that although QAA will not disclose the details you have provided in Sections 1 and 2, by completing this form you give permission to QAA to discuss the case with the institution concerned, and any other appropriate organisations that we may need to consult in the course of our investigations (such as a professional, statutory or regulatory body). **You should be aware that we may not always be able to preserve your anonymity, as you may be identifiable to the institution through the details of your submission to the Access to Higher Education Concerns Scheme**.

Regardless of whether we can investigate your concern, we may pass information about your submission on to the institution concerned. This is to ensure the institution is aware of the concern. We may pass information on to other relevant organisations, such as professional, statutory and regulatory bodies.

If you have indicated that you do not want us to disclose the information you have provided in Section 1, we will ensure this information is not passed on by us to any third parties.

If you have any questions or concerns about protecting your identity and would like to speak to us before completing this form, please contact us at [AHE@qaa.ac.uk](mailto:AHE@qaa.ac.uk).

Please indicate if you wish QAA to maintain your anonymity during any investigation activity:

|  |  |  |  |
| --- | --- | --- | --- |
| Yes: |  | No: |  |

### How did you hear about the Access to Higher Education Concerns Scheme?

(please tick)

|  |  |
| --- | --- |
| QAA website |  |
| Access to HE website |  |
| Internet search |  |
| Through student support services |  |
| Friends and colleagues |  |
| Other, please specify: | |

**Please send this submission to:**

Email: [AHE@qaa.ac.uk](mailto:AHE@qaa.ac.uk)

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