

SA1. Admission Policy

Title:	Student Admissions Policy
Policy Number:	SA 1/ 08, 2014
Effective Date:	July 2014
Issuing Authority:	Office of the President

RATIONALE

The University is committed to fair, transparent and consistent admissions practices that support the goals and aims of the University as laid out in its Mission, Vision and Strategic Plan.

This policy applies to the admission of all categories of students to programs of undergraduate and graduate study at Rafik Hariri University.

POLICY

1- Admissions Role and Responsibilities

1.1 The Admissions Office and the Academic departments, along with other areas of the University, work in partnership to provide effective admissions services.

1.2 The Admissions Office has responsibility for determining and managing the University's Student Admissions Policy and procedures; providing advice and support to academic departments, enquirers and applicants; assessing applications and making offers in-line with RHU entry requirements; and developing and managing effective systems for admissions.

1.3 All recruitment, admissions requirements and procedures will be regularly monitored for their effectiveness for all categories of applicants. They will be regularly reviewed prior to publication to ensure effectiveness and efficiency.

2- Entry Requirements

2.1 The University welcomes applications from students who can demonstrate that they are able to benefit from the program of study they have chosen and from the learning outcomes and social environment which the University provides.

2.2 To ensure that all applicants are prepared for their studies, each college/program has an academic entry requirement (some of which are enforced by the Lebanese Ministry of Higher Education) which applicants either have fulfilled prior to joining the University or will need to fulfill. The entry requirements for each college/program can be found in our print undergraduate and graduate catalogs, publications and on our website at www.rhu.edu.lb

2.3 In addition to academic entry requirements, the University requires all students provide evidence of English Language competency skills which allows them to successfully complete their chosen degree of study. Information on acceptable English language qualifications can be found in our print undergraduate and graduate catalogs, publications and on our website at www.rhu.edu.lb

2.4 Where an applicant's English language competency is below that required for their intended program/degree of study, they will be required to successfully enroll in the Intensive English Program (IEP) to achieve the necessary English proficiency.

2.5 A student enrolled in an accredited institution of higher education that requires full-time attendance may be admitted as a transfer student to the University if space in the aspired program is available and the student meets entry requirements of that program and meets specific conditions. Conditions can be found in our print undergraduate and graduate catalogs, publications and on our website at www.rhu.edu.lb

3- Admissions Process

3.1 Applicants must apply directly to the Admissions Office either in-person, by mail or e-mail.

3.2 Applicants are responsible for ensuring that the University receives all relevant documents and information in order for the University to make a decision on their application and that all information is accurate. Omission of relevant information, or the supply of inaccurate information, may invalidate the application or the offer of admission.

3.3 The Admissions Office aims to consider applications and make decisions as quickly as possible if all supportive documents are submitted.

3.4 The Admissions Office recognizes the importance of keeping applicants informed and aims to provide effective updates at key points during the admissions process. We normally communicate by phone and e-mail with applicants in an appropriate and timely manner.

We send a range of communications to applicants which include the following:

- Acknowledgment of the receipt of an application
- Confirmation that a decision has been made on the application
- Confirmation of the offer of entry and the terms and conditions
- Introductory and registration information

In addition to the above, applicants receive communications from academic departments which include an invitation to visit the University and program-specific information.

3.5 Successful applicants will receive an offer of entry from the Admissions Office. The offer of entry will either be Conditional on the basis of qualifications or requirements yet to be completed or Unconditional.

3.6 The University offers various scholarship programs to reward academic excellence and achievements (Merit, Competitions and Athletic). In addition, RHU offers different financial tools to reduce the financial burdens on students (Financial Aid, Sibling Discount, Work-Study and Graduate Assistantships). More information available on website, publications and catalogs.

3.7 In some cases where the University is unable to make an offer for an applicant's program of choice, an offer for an alternative program may be made.

3.8 If an applicant has previously studied at the University and wish to continue or pursue another degree, we require that they fill a Re-Admission Form. Their re-admission will need to be approved by the relevant chairperson and dean of college.

3.9 The University allows applicants to defer their applications for three consecutive semesters excluding summer before asking the student to re-apply.

4- Applicants who have disclosed a disability

4.1 In line with our commitment to equality of opportunity, the University is committed to promoting equal opportunities and actively encourages applications from students with disabilities.

4.2 RHU and the admissions office encourage disabled applicants to disclose their disability, medical reports and support requirements at the earliest opportunity, and in particular whether additional facilities or support are likely to be required during the course of their studies. This could be included in the application or through direct contact with the Admissions Office.

4.3 All information provided by an applicant regarding his/her disability will be treated as confidential. It will be shared with concerned parties for the purpose of making reasonable adjustments and check possibility of providing the necessary support.

4.4 If there are overriding health and safety concerns or barriers relating to fitness to practice requirements, the applicant will be involved in discussions to explore options and, if deemed necessary, to find a suitable alternative program.

4.5 If no agreement can be reached regarding an alternative program, and the University decides that it cannot offer a place to the student, the applicant will be informed of this decision in writing.

5- Fraud and omitted details

5.1 Rafik Hariri University will not admit applicants on the strength of information considered to be fraudulent.

5.2 If an applicant is suspected of having provided a fraudulent application and documents, the

application will be assessed and an investigation will be carried-out before the final decision is made.

5.3 The University reserves the right to withdraw any offer made on the basis of an application which has been found to contain fraudulent information or if an applicant has been found to have omitted key information from their application.

5.4 The University may terminate a student's registration if he/she is found at a later stage to have submitted a fraudulent application or omitted key information.

6- Admissions Feedback, Appeals and Complaints

6.1 The University is committed to fair, transparent and consistent admissions practices, and it believes that providing constructive feedback about a successful or unsuccessful application will help an applicant achieve a successful outcome in the future.

6.2 An appeal is defined as a formal request for a selection decision to be reviewed. An appeal will only be considered where there are adequate grounds, as set out below:

- Where there is substantial new information which, for a good reason, was not made available either on the original application or during the selection procedure, and where the new information is significant and directly relevant to the original decision.

- Where there is evidence that the University's published Admissions Policy has not been followed.

6.3 The following procedure should be followed if an applicant believes, in line with the above guidance, he/she has grounds for appeal against an admission decision.

6.3.1 An applicant should seek feedback from the Admissions Office before deciding whether or not he/she has grounds to appeal the admissions decision.

6.3.2 Appeals must be received within 7 working days following the provision of feedback from the Admissions Office.

6.3.3 An appeal should be submitted in writing to the Head of Admissions Office.

6.3.4 Head of the Admissions Office will screen each submission in the first instance to determine if there are sufficient grounds for appeal, as set out above. If it is judged that there may be grounds for appeal, Head of the Admissions Office will contact the relevant parties and make arrangements for the appeal to be considered in full. The applicant will be informed of the outcome of initial screening and, if appropriate, the anticipated timescale for consideration of the appeal. If there are no grounds for appeal, the applicant will be informed in writing.

6.3.5 If an appeal is to be heard and additional information is required, the applicant will be informed and will be provided with an appropriate deadline by which to submit the information.

6.3.6 The applicant will be informed in writing of the outcome of the appeal and given an explanation for the decision which has been reached. The decision of the appeal is final and there is no further right to appeal.

6.3.7 No applicant will be discriminated against in any future application on the basis of appealing a previous admissions decision.

6.4 We are committed to providing an excellent education and high quality services to our students from application process to graduation. We value complaints and use information learnt from them to help us improve the student experience.

6.4.1 A complaint is defined as an expression of dissatisfaction with an action or lack of action taken by the Admissions Office, or with the standard of the service provided.

6.4.2 An applicant can raise a complaint in person, by phone, in writing, or by email directly to the staff within the Admissions Office in order to try and resolve any problem on the spot. This could mean an on-the-spot apology and explanation if something has clearly gone wrong and immediate action to resolve the problem (stage-1).

6.4.3 If an applicant is not satisfied with the response given at stage-1, then the applicant can take his complaint to stage-2.

6.4.4 Stage-2 deals with two types of complaints: those that have not been resolved at stage-1 and those that are complex and require detailed investigation.

6.4.5 A complaint form should be completed for clarity purposes and in order to assist the investigation process. The complaint form and any supporting documents will be seen by the person investigating the complaint, by anyone named in the complaint and by the head of the Admissions Office.

6.4.6 When using stage-2, the applicant will:

- Receive an acknowledgment within 3 working days and inform him who is dealing with his complaint.
- Discuss the complaint with the applicant to understand why he is still dissatisfied and what outcome he is looking for
- Give him a full response to the complaint as soon as possible and within 5 to 10 working days.

RELATED DOCUMENTS

- > University policies and procedures
- > University catalogues

1. APPROVAL AND REVIEW

OFFICER RESPONSIBLE: VP for Academic Affairs

AUTHORITY: University Academic Board

POLICY REVIEWED BY: Human Resources Department, Finance Department, Academic units, Quality Assurance Office.

EFFECTIVE DATE: July 15, 2018

REVIEW DATE: As needed

REVISION HISTORY: None.

RELATED POLICIES: All University Policies and Procedures

FINAL APPROVAL BY THE PRESIDENT:

Signature: 

Date: July 15, 2018