

**Policy**  
**Denying Admission to**  
**IFS Institute-Organized IFS Training Program Applicants**

**Summary:** Occasionally, an IFS Lead or Assistant Trainer may believe that an applicant to their IFS Institute-organized training should be denied admission to a roster or wait list. This policy has been developed to ensure consistency and fairness, and will guide professional, positive, and Self-led communications with training program applicants.

**Case #1: Denying an applicant admission to a training due to a dual/multiple relationship**

Any trainer may deny an applicant based on having a dual/multiple relationship with them. In this case, the trainer must contact the applicant to explain the reason for the denial, and also notify IFS Institute's administrator in charge of processing applications that the applicant is denied.

**Case #2: Denying an applicant admission to a training for reasons other than a dual/multiple relationship**

**A. Informing the trainer team**

The Lead and Assistant Trainers talk with each other so each is aware of the situation and to determine which one will be the point person to follow the outlined process.

**B. Gathering information**

One of the trainers will contact at least one of the applicant's references, and as many of the remaining references as they think necessary to feel grounded in their recommendation for a decision about the applicant (contact information is on the application form). The trainer may, but isn't required to contact the applicant to address any questions. However, the trainer may not indicate to the applicant that their admission to the training is in question.

Contacting people (references, applicant) may occur in any order.

A trainer may impose a reasonable time limit for an applicant and references to return the trainer's phone calls and emails, though all phone numbers and email addresses provided by the applicant should be used. This time limit must be shared with the applicant.

**C. Denying the applicant admission**

If, after contacting references (and the applicant, if desired), a trainer continues to believe the applicant should be denied admission to the training, then:

The trainer informs the IFS Institute administrator in charge of processing training applications, providing a written summary of specific reasons for wanting to deny admission (email is fine). The summary needs to indicate whether or not all Lead Trainers and the Assistant Trainer in the training want to deny admission.

The application processor informs the North American Operations Manager and Director of Operations of the situation, including forwarding the summary, and they consult with each other. If there is disagreement between the North American Operations Manager and Director of Operations, the Director of Operations opinion prevails.

If the Director of Operations agrees with the trainers' assessment, then the North American Operations Manager contacts the trainers and IFS Institute's application processor to confirm that the applicant may be denied admission.

If the Director of Operations believes the applicant should be admitted, or if the Director of Operations and/or North American Operations Manager have questions, then a meeting will be arranged promptly for them to discuss the situation with the trainer(s). If there is disagreement about an applicant, stakeholders will make every reasonable effort to assess the applicant's readiness and come to consensus. If there is an impasse, the Director of Operations makes the final decision.

#### **D. Communication to the applicant about denial**

The Lead Trainer promptly contacts the applicant by phone or email to let them know that they are not accepted and shares the reasons why. The Lead Trainer may, but is not required to suggest ways in which the applicant may be able to make themselves stronger candidates in the future, without any guarantee of future admission. If there is more than one Lead Trainer, they decide among themselves about who will contact the applicant.

The Lead Trainer responsible for contacting the applicant sends an email to the application processor to confirm that the denial phone call or email was completed.

The application processor makes a note of this in the applicant's file and adds all other notes, summaries, and communications about the issue in their possession.

#### **E. Communication to the applicant about admission**

If an applicant is approved for admission, the usual acceptance procedures will be followed.