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# UNIVERSITY FOR THE CREATIVE ARTS

## 2021 Admissions Policy

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### Introduction and Context

UCA's vision is to be a global authority on creative arts, creative technologies and business for the creative industries.

In support of our mission to develop the 'Business of Creativity' as a professional, industry-facing institution, we will ensure all UCA graduates are job-ready, agile and resilient in a challenging and competitive job market. Our distinctive curriculum allows us to exploit the depth and breadth of our specialisms to extend opportunities for students.

We will offer flexible, inclusive and personalised learning with inter-disciplinary opportunities and inclusive approaches. We will provide a practice-based approach with embedded employability skills. Students will gain strong digital capabilities, will be able to reflect on their learning and understand their transferrable skills and will have opportunities for meaningful interaction with employers.

We are committed to fair access for all students, equality and widening participation and believe the on-campus experience is enriched by international and diverse cultural backgrounds.

### Admissions Policy

The University aims, through the implementation of its Admissions Policy, to:

- Provide equal opportunity for all individuals to gain admission to courses suited to their potential ability and aspirations
- Recruit students from diverse backgrounds who demonstrate a wide range of qualifications, skills and experience and offer an inclusive admission system that recognises and values diversity
- Recruit students who will engage with and contribute to the development of a supportive creative community
- Maintain and enhance an academic community committed to excellence in learning and research in the creative arts, creative technologies and business for the creative industries
- Provide a good quality applicant experience through the commitment to applicants and the applicant process

We will achieve these aims through:

- Providing a fair and transparent admissions system that is consistently applied across the institution
- Providing the opportunity for applicants to demonstrate achievements, skills and potential through the selection process (including adjustments to the selection process for disabled students where appropriate)
- Applying selection methods that are relevant, reliable and valid
- Developing and applying timely and informative communications based on a clear understanding of the needs of prospective students, their parents and advisors at each stage of the process
- Supporting the admissions system through clearly communicated lines of responsibility and procedures, necessary for the delivery of a professional service to applicants that is both accessible and easily understood
- Actively encouraging applications through a range of appropriate routes in the context of key institutional strategies
- Ensuring that the admissions system is in line with equal opportunities legislation and is consistent with the University's Equality and Diversity Policy

The University's Admissions Policy (which should be read in conjunction with other organisational documents) is the overarching admissions policy for all Further Education, Undergraduate and Postgraduate Taught courses. It reflects the requirements of legislation relating to equality and diversity and the expectations of the Quality Assurance Agency's *UK Quality Code for Higher Education* in this area.

The University subscribes to UCAS guidance on good practice in admissions and recruitment as well as taking into account the direction suggested by the British Council and the UK Council for International Student Affairs on recruitment and admissions. Our approach to admissions includes the recognition and accreditation of prior learning.

For Further Education courses, the University operates an equal consideration deadline of 31 March; all applications received by this deadline will be considered equally. Applications received after this date will still be considered providing that places are still available on the relevant course.

For undergraduate courses, the University follows UCAS guidance and is committed to the equal consideration of all applicants who apply by the UCAS equal consideration deadline of 15 January. Late applications will be considered on an individual basis if places are still available on the relevant course.

The University's Student Recruitment Group monitors the operation of the Admissions Policy and reviews its effectiveness on an annual basis prior to the start of the admissions cycle. As part of the review exercise we assess the likely impact of this policy on different groups in society and take action to mitigate any adverse impact. Resultant recommendations for policy changes are debated and agreed by the University Executive Group.

Guidance on recruitment and admissions is provided to academic staff on an annual basis to update skills and maintain good practice. In addition to this, University offer making guidance is agreed by the Student Recruitment Group and provided to admissions tutors to guarantee that applicants are well informed and advised on the options they have available and to ensure a consistent approach to offer making by admissions tutors across the university.

#### 1. Key responsibilities for admissions

The Academic Board has responsibility for confirming the criteria for the recruitment and admission of students for all levels of provision. The responsibility for monitoring, appraising and proposing amendments to entry criteria and processes will rest with the Student Recruitment Group and the University Executive Group and these groups will make such recommendations to Academic Board. The general principles and procedures set out in this policy are followed by all courses within the University.

The admissions policy complies with the relevant legislation and is guided by the principles outlined in the Schwartz Report *Fair admissions to higher education: recommendations for good practice* (2004), and the *Schwartz Report Review of 2008*;

1. *be transparent*
2. *select students who are able to complete the course, as judged by their achievements and their potential*
3. *strive to use assessment methods that are reliable and valid*
4. *seek to minimise barriers for applicants*
5. *be professional in every aspect and underpinned by appropriate institutional structures and processes*

Additionally, the policy is guided by the Quality Assurance Agency (QAA) for Higher Education's *UK Quality Code for Higher Education Chapter B2: Recruitment, selection and admission to higher education 2014*, the Supporting Professionalism in Admissions (SPA) *Good practice Statement on Admissions Policies* (2014) and the Competition and Markets Authority (CMA) *Higher education: consumer law advice for providers*.

It is the responsibility of each Head of School, via their School Board of Study, to ensure that Programme Directors and their nominees are kept up to date and operate the Admissions Policy, and to provide on-going development in good practice for those Admissions Tutors and new appointees. All Admissions Tutors will support the admissions policy and its aims, principles and procedures and as such will regularly undertake training and development co-ordinated by Learning &

Development in accordance with UCAS, SPA and other appropriate good practice advice.

It is the responsibility of all staff engaged in the admissions process to adhere to the Admissions Policy. The Deputy Vice-Chancellor (Academic) and Heads of School have the responsibility for the implementation of the Policy; Admissions Tutors have delegated responsibility from Heads of School to assess applicants against the published entry criteria and to determine whether an offer of a place is to be made.

## 2. Qualifications for entry

It is the University's policy to admit students who are able to demonstrate the potential to benefit from and the ability to successfully complete their chosen course of study. When considering an applicant, account is taken of academic, personal and other relevant criteria.

Details of course entry criteria may be found on the course pages of the university website and additionally for undergraduate courses, on the UCAS website. This information and additional key course information is also available in the programme specification which can be found in the 'course details' section of the course pages on the university website.

Applicants with qualifications from outside of the UK will need to meet the university published entry criteria for that country. Applicants will be considered on an individual basis by the admissions team where the entry criteria of the home country is not included on the university's website, who may use the recognition and comparison service provided by UK NARIC to determine the equivalency of international qualifications. Any transcripts or certificates that are not in English will need a certified translation into English.

All applicants are required to meet the appropriate level of English language for their chosen course of study. For students whose first language is not English, the threshold level of English will be determined by the course requirements as well as current regulations of the UK Visas & Immigration. These requirements are published on the university website.

Applicants who present with non-standard qualifications or who wish work or life experience to be taken into account as part of their application will be considered on an individual basis, in line with the general aims and principles of the Admissions Policy and within the terms of the Accreditation of Prior (Experiential) Learning (AP(E)L) Policy.

The University welcomes applications from students wishing to apply for direct entry into year two of a course of study. Such applications are considered under the arrangements for APL and Credit Transfer. Details can be found in the Accreditation of Prior (Experiential) Learning (AP(E)L) Policy.

Once confirmation of results have been received and the undergraduate Clearing process begins in August, the University may accept students with grades lower

than the normal requirement, should there be places available. Revised entry criteria for Clearing is not confirmed until A Level results have been received from awarding bodies in August.

### 3. Issues in considering applications

All applications are considered on the basis of individual merit. Allowance may be made, at the discretion of the University, to applicants who have faced difficulties which may have affected their performance and who might have otherwise been expected to do better. Evidence supporting claims for such circumstances (medical certificates, supporting letter from school or college etc.) should be submitted to the Head of Admissions who will consult with academic colleagues on such matters.

#### *Applicants with disabilities or specific learning differences*

The University is committed to a policy of equal opportunities and seeks to ensure that students with disabilities or specific learning needs are not substantially disadvantaged in their ability to access the full range of academic activities and student experience which the University offers. The University has a strong record of admitting and supporting students with a range of disabilities and learning needs and welcomes applications from prospective students with medical conditions, learning difficulties and/or disabilities. Alongside our anticipatory support provisions, we work with individuals to identify and put in place reasonable adjustments to enable an inclusive environment for study.

[View our full Admissions Disability or SpLD Policy](#)

#### *Applicants who have been in care*

The University is committed to welcoming applicants who have been in care. Applicants are advised to indicate their care status in their application. A key contact within the University is available to advise those who have been in or are still in care and wish to find out more information about the support available to them.

Once an applicant has been made an offer they will be contacted by a member of Library and Student Services staff to review their circumstances and any potential support needs.

Support to students is also available via [ButtleUK](#)

#### *Applicants under 18 years of age*

Click here to view the [University's Admissions of students under the age of 18 at the start of their course policy](#)

#### *Progression/Partnership Agreements*

The University maintains progression and partnership agreements with both local schools and colleges and a number of partners outside of the UK. The latter not only support overseas recruitment, but also promote cross-cultural awareness within the student population and staff academic exchange.

*Re-application following withdrawal or termination of previous UCA study*

Students withdrawn from a course due to academic failure or academic misconduct may not apply to restart or re-join the same course. Where applications are received from an applicant who has studied the course before and been withdrawn for academic failure, the application will be withdrawn and if an offer of a place has been made, this will be cancelled. There will be no right of appeal to this decision.

Students who choose to withdraw from their course of study for any other reason may apply to restart or re-join the same course; applications will be considered on a case by case basis in line with the Common Credit Framework regulations which can be found on the university website:

Common Credit Framework regulations

*Discrimination*

Applicants will not be discriminated against on the grounds of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership or pregnancy and maternity. No conditions of entry will be imposed which may be more difficult for members of a particular group to satisfy than members not of that group unless such conditions are justifiable on academic grounds.

Equality and Diversity forms part of the University induction procedures for new staff and we undertake training on equality issues. The impact assessment process and regular monitoring of our staff and student monitoring data helps us to gauge the effectiveness of our policies.

#### 4. Fees & Student Finance

The University will ensure that full and accurate information about all fees and associated costs of studying a particular course and the availability and sources of financial support will be posted on its website:

Tuition Fees

UCA Fees and Finance

The cost of studying a course will also be included in a durable medium in offer emails.

*Access and Participation Plan*

The University has entered into an Access and Participation Plan with the Office for Students (OfS), which sets out how it will improve equality of opportunity for underrepresented groups to access, succeed in and progress from higher education.

The Access and Participation Plan, which will last until 2024/25, has been approved by the Director for Fair Access and Participation and is monitored by the University's *Access and Participation Committee (APC)*, which develops and oversees the delivery of the University's access and participation strategies.

The University will continue to develop outreach activities designed to raise both aspiration and attainment among people from groups that are currently under-represented in higher education. UCA will actively promote the lifelong benefits of a university education to disadvantaged students.

## 5. Tuition Fees Assessment

The rate of tuition fees charged is on the basis of a number of elements including an applicant's nationality and residential category. All applicants are required to self-assess their residential category as part of their formal application to the University.

Applicants will be assessed from the information provided as to whether they are eligible to pay home or overseas tuition fees. The University will write to an applicant to ask for further information if their fee status is unclear from the initial information provided on the application form.

All fee status eligibility decisions will be made by the admissions team in accordance with UK Council for International Student Affairs (UKCISA) guidance.

The University's Fee Regulations which detail further information relating to tuition fees, fee payments and fee waivers can be located on our website.

A fee status decision may be re-assessed if further information is made available which was not provided at the point that the fee status was originally assessed, or if there are changes to the funding arrangements from the Government which may be amended after the original fee status assessment.

Fee status decisions will be reviewed if the academic year or the level of study changes, as fee regulations vary depending on the age of the applicant, the level of study, and/or the academic year of the study. Students who enrol and then apply to a new course of study at the University will have their fee status reassessed.

## 6. Assessment of application

The main sources of information for assessing an applicant's suitability for a particular course may include:

- The information supplied on the application form (particularly academic qualifications, the personal statement and previous relevant experience)
- A reference from a previous school, college or employer
- Where appropriate to the course applied for, a portfolio of visual and/or written work to provide evidence of practical and visual ability
- An appropriate additional task set by the course<sup>1</sup>
- An interview and/or audition<sup>2</sup>

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<sup>1</sup> Tasks will take account of reasonable adjustments that may be required by a disabled applicant in order to demonstrate they meet the course entry criteria.

<sup>2</sup> Reasonable adjustments will be applied where required and appropriate for disabled students who may encounter barriers to the interview process.

### *Application Process*

The application process will vary depending on which course the applicant has applied to but will generally involve either:

- Application form assessment only (no portfolio/interview/audition); or
- Online or in-person portfolio review/audition and application form assessment (no interview); or
- Online or in-person interview and online or in-person portfolio review/audition and application form assessment

### *Personal Statement*

An applicant's Personal Statement provides important indications of ability, motivation and potential. It also provides the applicant with the opportunity to detail other related contextual information such as whether they have been in care, are applying after pursuing a particular career path for many years, or other aspects of their life relevant to an application to higher education.

### *Portfolio / Supplementary Work*

Individual courses may ask applicants to present examples of visual and/or written work as part of their personal portfolio. They may also require applicants to complete an appropriate additional task. Additional tasks will have previously been indicated as part of the entry criteria for the course, subject to clear explanation of how this will be used in assessing the applicant. This may, for example, be courses where initial applicants proceed to a further stage of selection or shortlist or to distinguish between applicants with similar academic profiles.

Applicants should not send any work to the University. Any hard copy work sent to the University will not be returned to applicants. Portfolios brought to an Applicant Day should be clearly marked with the applicant's name, date of birth, contact details and the course they have applied to. The University will not be liable for any portfolios which are brought to an Applicant Day.

### *Reference*

Every UK applicant is asked to include the contact details of a referee who supports their application, which may be used as part of the decision-making process.

A reference will be required for all applicants who require a visa and who have not received their relevant qualification(s) within the past two years.

An appropriate referee is one who can write knowledgeably about the applicant's education and/or career history. A family member or friend cannot act as a referee. If a reference has not been received at the point that an offer can be made, this may form part of the conditions of the offer if there is not other sufficient evidence in the application form to indicate that an applicant is likely to succeed on the course.

### *Applicant Days*

Further Education and Undergraduate applicants may be invited to attend an in-person or online applicant day to provide the applicant with an opportunity to discover further information about the course, campus and student experience.



The applicant day may include an interview/audition/portfolio review, if required for the course, or the applicant may be invited to upload an portfolio/audition separately. This will be communicated to the applicant after the application has been received.

Applicants will receive an Applicant Day invite via email, which will also contain information about the format of the day and what to expect. The University does not use the UCAS Interview Notification system.

### *Auditions/Portfolios*

Auditions and portfolio reviews for selection are normally conducted by a member of staff who has received good practice information on fair and effective recruitment techniques and good practice in interviewing.

The audition/portfolio review and consequent decision-making will be consistent with the University's policies on equal opportunities.

A record of the audition/portfolio review will usually be completed by the Admissions Tutor(s) conducting the audition/portfolio review. Audition/portfolio review records will be retained and used as the basis for feedback to the applicant (see [Feedback Policy](#)).

Where in-person audition/portfolio reviews are not possible, the applicant will be required to submit an electronic portfolio/audition for assessment via the University's portfolio upload task. Full details of what is required in a portfolio/audition will be included in the email requesting the portfolio/audition.

### *Interviews*

If a decision cannot be made using the information in the application form and/or from the portfolio review/audition, an applicant may be invited to attend an in-person, telephone or online interview to determine whether they meet the entry criteria for the course. Interviews are not intended to be a test and will be relaxed and informal. Applicants will receive advanced notice of an interview, with full details of what to expect. A record of the interview will usually be completed by the Admissions Tutor(s) conducting the interview.

### *Multiple Applications*

The University will consider multiple applications. Where the same course is duplicated across campuses, the applicant should apply to their preferred campus. If the applicant is successful in receiving an offer, the offer can usually be transferred to an alternative campus should this preference change.

### *UK Visas & Immigration (UKVI)*

The University complies with all UKVI regulations and has Student Route sponsor status. All EU (with the exception of Irish applicants living in the UK or Ireland), EEA and international applicants who require a visa are required to pay a deposit in order to obtain a Confirmation of Acceptance for Studies (CAS) in order to be able to study at the university.

The University is required to retain documents for all international students who require a visa to study in line with UKVI guidance in order to maintain the University's UKVI Sponsor Licence. This includes passport, visa, biometric residence permit, academic and English language qualifications and other documents sent to us in support of an application. The University will not be able to permit an international student to enrol at the University without receiving the documentation required as part of our UKVI Sponsor Licence.

The University reserves its right to interview applicants who are from non-low risk countries defined by UKVI with over 2 years educational gap at the pre-CAS stage, as part of its immigration eligibility assessments.

The University reserves the right to amend or withdraw its offer to an applicant or terminate an applicant's registration, without liability, if the applicant requires a visa to study in UK and is unable to acquire this by the start date of the course, or if they have previously been refused a visa to study in the UK.

#### *UCAS Similarity Detection Service (SDS)*

The UCAS application system has an automated similarity detection service which checks each personal statement against a library of personal statements previously submitted to UCAS, sample statements collected from a variety of websites and other sources including paper publications. UCAS will provide details of any statements showing a level of similarity of 10% or more.

The University will contact an applicant who has been identified via the SDS and reserves the right to reject applicants should their rationale not identify significant mitigating circumstances. There will be no right of appeal to this decision.

#### *Fraudulent Applications*

Where an application is suspected to be fraudulent the University reserves the right to investigate the application (including reporting it to the UCAS Verification Unit if it is an application through UCAS, or to the UKVI for applicants who require a visa)

If fraud is suspected, the University reserves the right to: ask applicants to verify information from their application form; provide certified copies of supporting documents; seek confirmation from a third party (such as a previous school or college), or contact the referee. While a case of suspected fraud is being investigated, the application will be put on hold and the applicant will be notified and asked to provide additional information within a 14 day period.

Following an investigation, an application will be 'cancelled' if there is evidence which suggests that the application contains fraudulent information. The applicant will be notified of this in writing via email.

#### *Timescales*

Each application is treated individually, so the length of time it takes to process an application will depend solely on the applicant's personal circumstances and chosen course.

## 7. Selection Criteria / Offer making

In addition to consideration of an applicant's academic qualifications for entry, the University's criteria for admission may include assessment of the following:

- Evidence of analytical and critical approach
- Knowledge and understanding of subject/cultural awareness
- Enthusiasm and motivation
- Technical/Computer skills
- Ability to work in a team/independently
- Ability to contextualise subject
- Evidence of visual awareness
- Interest and commitment to subject
- Non-academic achievement and/or experience, or extra-curricular interests that indicate the likely contribution an applicant will make to the life of the University
- Other relevant skills

The Admissions Team will review the qualifications that an applicant has achieved, or is predicted to achieve, along with other information on the application form, and may make an offer based on that information. The offer may include a condition to attend an Applicant Day, successfully complete an interview and/or have a successful portfolio review/audition.

Where the Admissions Team cannot make a decision based on qualifications, the application will be referred to the course team. Admissions Tutors will then assess the selection criteria in consideration of the application form, the reference, an interview, a portfolio of work or audition, or additional tasks where relevant. They will use professional judgement in making an holistic assessment of the academic potential of individual applicants, taking educational and social context into consideration. In exercising their judgement, an Admissions Tutor must operate in a way consistent with the aims and principles of this Admissions Policy. Above all, Admissions Tutors must be satisfied that the applicant will benefit from the opportunity to study at UCA and is capable of successfully completing the course.

### *Standard and non-standard offers*

The University has a 'standard' entry criteria; usually the conditions of an offer will match the 'standard' entry criteria. Occasionally, offers which are lower than the standard entry criteria will be made to students who have faced difficulties that have affected their performance and who were expected to achieve higher results. The strength of applicants' portfolios, as well as their grades is also considered - in these cases, evidence of a strong portfolio may enable the 'standard' entry criteria to be lowered.

### *Selecting for merit, potential and diversity*

The University recognises the advantages and educational benefits of a rich and diverse community of students. In general, applications for admission to a course will be considered on the basis of personal, professional and educational experiences that provide indications of the ability to meet the demands of the

course. Throughout the admissions process all applicants will be given an equal opportunity to demonstrate their skills, achievements and potential.

Educational context may be evidenced in a variety of ways, depending on an individual applicant's circumstances. Prior education and other contextual factors should be considered by Admissions Tutors. These may include quantifiable evidence of educational disadvantage, or evidence drawn from the applicant's personal statement or reference. Applicants are advised to include in their application mention of contextual factors which may be relevant to their case.

#### *Selective courses*

Where a course has more applications from qualified candidates than there are places available, all applications received by the university's equal consideration deadlines will be assessed equally and fairly. A gathered field approach may be introduced for selective courses, where applications are not considered until all applications have been received. Where this is the case, applicants will be notified of the process in place in their acknowledgement email, or as soon as possible if a gathered field approach is adopted after acknowledgement communications have been sent.

### 8. Information, advice and guidance to Applicants

All stages of the admissions process will be conducted in an efficient, effective and courteous manner from initial enquiry through to enrolment and induction. The university will provide high-quality and up-to-date information, advice and guidance to applicants and their advisors on all aspects of recruitment, selection and admissions.

The university is committed to responding to all applicant enquiries received via telephone, email, post or social media with accurate and clear information, advice and guidance.

#### *Offers*

If you have successfully applied for a full-time undergraduate course, a formal offer will be made through UCAS, published on the University's Applicant Portal and confirmed by email. Offers for further education, part-time undergraduate and all postgraduate courses will be made through the University's Applicant Portal and confirmed by email.

An offer email will include the details of any conditions of offer along with the course name, campus, start date, fee status, course costs and programme specification (which includes details about the course units). The offer will be clear and easy to understand, and will be consistent with the university's published entry requirements. The offer email will also draw attention to the University terms and conditions, highlighting surprising or important terms.

An offer, whether conditional or unconditional, will be made in good faith taking into account information as supplied by the applicant and/or referee at the time of the application. If the University becomes aware that an applicant has failed to provide accurate information, an offer to study may be withdrawn.

### *Accepting an offer*

At the point that an applicant accepts an offer of a place, they are formally entering into a contract with the University. An acceptance of an offer constitutes acceptance of the University terms and conditions, which will be made available in the applicant's offer email.

Details of how to accept an offer are included in the applicants' offer email.

### *Confirming results for conditional offers*

All Further Education, part-time and full-time Undergraduate and Postgraduate applicants will need to provide evidence that they've met the conditions of our offer. If qualifications have not been uploaded in the application form, UK applicants should send qualifications, certificates, or transcripts via email to [qualifications@uca.ac.uk](mailto:qualifications@uca.ac.uk). International Applicants should upload the relevant documents to their UCA application portal, including language and academic qualifications, certificates, or transcripts, references or CV where relevant.

Results for the majority of full-time Undergraduate applicants who have applied via UCAS will be received directly from the Awarding Body via UCAS; applicants whose results are not received by UCAS will need to be sent as described above.

When the University receives applicants' qualification results, the UK or international admissions team will determine whether the conditions for entry have been met. Any non-academic conditions, such as references, should be sent by email to the email address provided. If an applicant with a conditional offer meets all of the conditions of their offer, their offer will become unconditional.

Applicants who do not meet the academic requirements of their conditional offer will be reconsidered by academic staff who will review the application and take in to account any extenuating circumstances or contextual information and may still be accepted if there are vacancies on the course, or offered an alternative course at the same or a lower level. If an applicant cannot be offered an alternative course, the application will be rejected.

### *Alternative Course*

It may happen that an alternative course is recommended. In such circumstances the Admissions department will notify the applicant of the offer of an alternative course via the Applicant Portal and via UCAS for undergraduate applications. The offer email will highlight that the offer is for an alternative course to the one they originally applied to.

This recommendation may also involve a change of campus. Occasionally, the recommendation is that the applicant be interviewed for an alternative course. This may require the applicant to attend a further interview. They will be notified of details via email and the Applicant Portal.

### *Applicants declaring a criminal record*

Once an offer is made, applicants will be required to confirm whether they have an unspent relevant criminal conviction. Applicants with an unspent relevant criminal

conviction will be required to provide details of their conviction which will be considered by a Criminal Convictions Panel to determine whether the conviction is such that the applicant may require special measures to be put in place to provide effective support for the applicant and/or to protect other students and staff from perceived risk. More information is available in the [University's Applicant Criminal Convictions Policy](#).

#### *Cancellation of applications and/or offers*

An application and/or an offer or a place may be cancelled by the University for the reasons set out in our [Deferral or Cancellation of Applications and/or Offers Policy](#)

#### *Rejections*

If an applicant is rejected for a further education or undergraduate course, the decision to reject the applicant will be supported by feedback, details of which may be requested by the applicant.

Ordinarily, decisions of rejection will be relayed to the applicant by transmission to UCAS and/or the Applicant Portal as appropriate.

#### *Deferral*

If an applicant wishes to request a deferral of entry to the following year, they should forward a request by email to the Admissions department as soon as possible after receiving their offer. Requests for deferral after an offer has been made will be considered and a decision communicated to the applicant as soon as possible. This decision will be final and appeals will not be considered. The maximum period allowed for deferral is one academic year and conditions must be met by the end of the application cycle in which the application is received.

Applicants who receive a deferred offer of a place will be sent an email to confirm the deferred offer. This deferred offer email will confirm that the University cannot guarantee that changes to the programme in the following academic year will not occur.

The University may defer an applicant's enrolment or suspend a student's contract, where it is reasonably necessary to do so, to obtain and/or assess further information regarding an applicant's support needs and potential adjustments which may be made in order to manage risks to the health, safety or welfare of the student and/or others. Please see the [Deferral or Cancellation of Applications and/or Offers Policy](#) for more information.

#### *Changes to Courses*

Occasionally, it may be necessary to make changes to a course between the time an offer of a place is made and the enrolment of students onto that course. If this occurs, the University will ensure that prospective students are informed at the earliest opportunity of any significant changes to a course and will be advised as to all options available to them. This may include an offer of a place on a similar course in a similar subject area.

Significant changes may include:

- The discontinuation of the course;
- Significant changes to the status of a course, including, for example, the withdrawal or granting of validation by a professional or statutory body or the failure of an advertised course to gain approval or accreditation;
- Significant changes to the content of a course, such as the withdrawal of major modules or significant alterations to the teaching, learning or assessment arrangements for the course;
- Any significant other changes such as to cost or location.

In the event of a degree course not running applicants will be advised by admissions via email. Applicants will be contacted as soon as possible and where possible an alternate course will be offered. Applicants who do not wish to be considered for another course at UCA will be supported in choosing another institution and course via UCAS should the applicant request this.

More information about changes to courses can be found in the university's *Summary Terms and Conditions* which are sent with the offer email.

#### *Induction and Enrolment*

All applicants holding a firmly accepted offer will be sent details relating to their enrolment and induction in the month prior to their commencement of studies.

In advance of their arrival at UCA, all new entrants will have access to co-ordinated and consistent information relating to their individual campus and their course of study. Induction timetables will include details for the student in relation to health and safety briefings, advice and support offered by the Library & Student Services and IT services. Pre-enrolment information and details of induction activities are delivered through myRecords/myUCA and via email.

New entrants from outside the UK will receive additional orientation during the induction period for their course. Details will be included in their enrolment/induction information.

## 9. Feedback

In support of our transparent admissions system we recognise an applicant's right to know why their application was deemed unsuccessful. Written feedback will be provided on an individual basis in response to receiving a formal request (hard copy or email) from the applicant within 4 weeks of the decision being posted on the Applicant Portal.

Feedback will be provided in writing only (not verbally) and will be communicated to the applicant within 4 weeks of the date of the request being received. It will be specific to the course applied for and while it may contain constructive advice on suggested areas to be considered for improvement feedback will not provide general information, advice or guidance regarding attending higher education. A request for feedback does not constitute a request for appeal against the academic or professional judgment of those making admissions decisions.

Please follow this link to the University's [Applicant Feedback Policy](#) for detailed information.

## 10. Appeals & Complaints

The majority of applicant complaints can be handled fairly, amicably, and to the satisfaction of all concerned without recourse to the formal complaints procedure. In the first instance, applicants with a complaint should raise it informally with the relevant member of staff. If this course of action proves unsatisfactory, then the formal [UCA Applicant Complaints Policy](#) should be followed.

Applicants have no right of appeal against the academic decision not to offer them a place at the University. Providing that the decision can be shown to have been reached fairly and in accordance with the University's published entry requirements and selection criteria, the original decision will not be overturned. However, should an applicant believe that the University's admissions procedures have been inconsistently or incorrectly applied, these complaints procedures will provide the mechanism for review by the Head of Admissions (UK) / Head of International Admissions.

## 11. Data Protection

The University takes its obligations with regard to data protection seriously. Data Protection Notices provide information about how we collect and use Personal Data in accordance with applicable data protection law, including, the General Data Protection Regulation 2016/679 ("GDPR").

## 12. Contact Details

Applicants can contact the UK or international UCA admissions teams via telephone or email. Contact details are provided on the university website and the UCA Applicant Portal.



Mapping to the expectation and indicators of the

*UK Quality Code for Higher Education Chapter B2: Recruitment, selection and admission to higher education 2014*

	Expectation	UCA Response
1	Recruitment, selection, and admission policies and procedures adhere to the principles of fair admission. They are transparent, reliable, valid, inclusive and underpinned by appropriate organisational structures and processes. They support higher education providers in the selection of students who are able to complete their programme.	<i>As documented in the UCA 2021 Admissions Policy</i>

	Indicator	UCA Response
1	Recruitment, selection, and admission policies are informed by the strategic priorities of the higher education provider. Higher education providers promote a shared understanding of their approach among all those involved in recruitment, selection, and admission.	<i>UCA 2021 Admissions Policy, and good practice statements are provided to staff.</i>
2	Recruitment, selection and admission processes are conducted in a professional manner by authorised and competent representatives of the higher education provider.	<i>Decisions made by Admissions Tutors and checked by Admissions, all of whom receive UCA 2021 Admissions Policy, and good practice statements.</i>
3	Higher education providers have procedures for handling appeals and complaints about recruitment, selection and admission that are fair and accessible. Appeals and complaints procedures are conducted expeditiously and in accordance with a published timescale.	<i>As documented in the UCA 2021 Admissions Policy, UCA Complaints Procedure and UCA Feedback Policy.</i>
4	Higher education providers monitor, review and update their recruitment, selection and admission policies and procedures, in order to enhance them and to ensure that they continue to support the provider's mission and strategic objectives. Higher education providers determine the frequency with which monitoring and review are undertaken.	<i>UCA 2021 Admissions Policy updated and considered annually by the Academic Strategy Development Group.</i>
5	Recruitment activities undertaken by higher education providers assist prospective students in making informed decisions about higher education.	<i>UCA prospectus, UCA website, Programme Specifications and Student Regulations provide information to enable prospective students to make informed decisions about UCA HE courses.</i>

6	Higher education providers make clear to prospective students how the recruitment, selection and admission process will be conducted and what prospective students have to do.	<i>As documented in the UCA 2021 Admissions Policy available on the UCA website.</i>
7	Selection processes for entry into higher education are underpinned by transparent entry requirements, both academic and non-academic, and present no unnecessary barriers to prospective students.	<i>As documented in the UCA 2021 Admissions Policy, Programme Specifications and UCA website information.</i>
8	Higher education providers determine how decisions and the reasons for those decisions are recorded and conveyed to prospective students.	<i>As documented in the UCA 2021 Admissions Policy</i>
9	Higher education providers inform prospective students, at the earliest opportunity, of any significant changes to a programme to which they have applied. Prospective students are advised promptly of the options available in the circumstances.	<i>As documented in the UCA 2021 Admissions Policy</i>
10	Higher education providers give successful applicants sufficient information to enable them to make the transition from prospective student to current student.	<i>As documented in the UCA 2021 Admissions Policy</i>