

Admissions Policy 2022

Contents

1. Introduction and Context
 2. Admissions Policy aims
 3. Key responsibilities for admissions
 4. Qualifications for entry
 5. Issues in considering applications
 - Applicants with disabilities or specific learning differences*
 - Applicants who have been in care*
 - Applicants under 18 years of age*
 - Progression/Partnership Agreements*
 - Re-application following withdrawal or termination of previous study*
 - Discrimination*
 6. Fees & Student Finance
 - Access and Participation Plan*
 7. Tuition Fees Assessment
 8. Assessment of application
 - Application Process*
 - Personal Statement*
 - Portfolio / Supplementary Work*
 - Reference*
 - Applicant Days*
 - Auditions/Portfolios*
 - Interviews*
 - Multiple Applications*
 - UK Visas & Immigration (UKVI)*
 - UCAS Similarity Detection Service (SDS)*
 - Fraudulent Applications*
 - Timescales*
 9. Selection Criteria / Offer making
 - Standard and non-standard offers*
 - Selecting for merit, potential and diversity*
 - Selective courses*
 10. Information, advice and guidance to Applicants
 - Offers*
 - Accepting an offer*
 - Confirming results for conditional offers*
 - Alternative course offers*
 - Applicants declaring a criminal record*
 - Cancellation of applications and/or offers*
 - Unsuccessful decisions*
 - Deferral*
 - Changes to Courses*
 - Induction and Enrolment*
 11. Feedback
 12. Appeals & Complaints
 13. Data Protection
 14. Contact Details
- Appendix A: Admissions Disability or Specific Learning Difference Policy
Appendix B: Admission of students under the age of 18 policy
Appendix C: Deferral or Cancellation of Applications and/or Offers Policy
Appendix D: Applicant Criminal Convictions Policy
Appendix E: Applicant Complaints Policy

1. 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.

2. Admissions Policy aims

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 the last Wednesday in January. Late applications will be considered on an individual basis if places are still available on the relevant course.

The University's Director of Recruitment and Admissions 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 Director of Recruitment and Admissions 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.

3. 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 Director of Recruitment and Admissions 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 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: Admissions, Recruitment, and Widening Access 2018*, 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 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 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.

4. 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. Additional key course information is available in the Course Information document 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 ENIC (currently managed by Ecctis, previously 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 proficiency 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.

5. 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.

Our full Admissions Disability or SpLD Policy is shown in Appendix A

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

In addition to significant numbers of applicants to FE courses, the University currently admits a small number of qualified applicants each year who are not 18, to its undergraduate courses. The majority of these applicants become 18 before the end of the first semester, however, a small number of students remain 17 (or under) beyond semester one of the academic year of entry.

Our Admission of students under the age of 18 policy is shown in Appendix B

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 unless with the express permission of the Deputy Vice-Chancellor. 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](#)

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.

6. 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.

7. 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 request further

information if a fee status is unclear from the initial information provided on the application form.

All fee status eligibility decisions will be made by the admissions teams 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 study. Students who enrol and then apply to a new course of study at the University will have their fee status reassessed.

8. 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 and predicted grades, the personal statement, contextual information 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 course¹
- An interview and/or audition and/or questionnaire²

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 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

¹ 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.

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

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

Applicants may be 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 knowledgably 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 audition/portfolio 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. 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 their suitability 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 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 then 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 countries outside of the UKVI differential evidence requirement list (countries not listed in appendix ST22.1 of the Immigration Rules) 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.

9. 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 teams 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 a decision cannot be made 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: this is where applications are not considered until all applications have been received. Where this is the case, applicants will be notified in their acknowledgement email, or as soon as possible if a gathered field approach is adopted after acknowledgement communications have been sent.

10. 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 Course Information (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.

See Appendix C for our detailed *Deferral or Cancellation of Applications and/or Offers Policy*

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, Undergraduate and Postgraduate applicants will need to provide evidence that they've met the conditions of our offer.

Results for the majority of full-time Undergraduate applicants who have applied via UCAS will be received directly from the Awarding Body via UCAS. UK applicants who applied directly to UCA should send qualifications, certificates, or transcripts via email to qualifications@uca.ac.uk. International Applicants who applied directly to UCA should upload the relevant documents to their UCA application portal, including language and academic qualifications, certificates, or transcripts, references or CV where relevant.

When the University receives applicants' qualification results, the admissions teams will determine whether the conditions for entry have been met. 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. Applicants may still be accepted if there are vacancies on the original course, or they may be offered an alternative course at the same or a lower level. If an applicant cannot be offered an alternative course, the application will be unsuccessful.

Alternative course offers

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. The panel will 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.

See Appendix D for our detailed [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 following reasons:

- Information missing from the application form
- Failure to meet offer conditions
- Support requirements cannot be met
- Offers made in error
- Fraudulent Applications
- UK Visas & Immigration (UKVI)
- Course Suspensions/Withdrawals
- Criminal Convictions
- Failure to enrol
- Academic Failure
- Academic Misconduct

See Appendix C for our detailed [Deferral or Cancellation of Applications and/or Offers Policy](#)

Unsuccessful decisions

If an applicant is unsuccessful in gaining a place on a further education or undergraduate course, admissions tutors will provide feedback and the reason will be explained and evidenced along with constructive guidance.

A reason will be selected from an approved list based on the course entry criteria:

- Entry criteria for course not met
- Assessment criteria for the course not met
- Portfolio/audition/group work doesn't meet required standard for course
- Personal statement and/or interview doesn't indicate sufficient knowledge and/or engagement with course
- Reference not adequate
- Previous Academic Failure
- University regulations relating to students holding Exit Awards
- Parts of the application are considered fraudulent
- The course would not allow the applicant to demonstrate the academic progression required by UKVI regulations
- A place could not be offered following a Criminal Convictions Panel
- The application was received after the equal consideration deadline and the course is full

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 admissions 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 \(Appendix C\)](#) 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 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 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.

11. Feedback

In support of our transparent admissions system we recognise an applicant's right to know why their application was deemed unsuccessful. Requests for feedback must be received within 4 weeks of the decision being made and should be emailed to admissions@uca.ac.uk or internationaladmissions@uca.ac.uk. Requests may not be made directly to course teams.

Feedback will be provided in writing (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.

12. 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* shown in Appendix E 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.

13. Data Protection

The University takes its obligations with regard to data protection seriously. Our *Applicant Data Protection Notice* provides 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").

To comply with data protection law, the University will not provide any information about an application to anyone other than the applicant unless the details of a proxy have been provided, or permission to do so has been provided by the applicant in writing.

14. 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.

UCA ADMISSIONS POLICY: APPENDIX A

Admissions Disability or Specific Learning Difference (SpLD) Policy

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.

UCA treats all applications for admission to its courses fairly and transparently. The University's website and prospectus make clear the entry requirements for each of its courses. Applicants are considered and selected on their academic merit and potential and UCA seeks to minimise barriers for prospective students in its selection and admissions processes. Support needs are taken into consideration in parallel with, but separate to, the academic assessment of applicants.

Prospective students are strongly encouraged to disclose disabilities and support needs to the University as early as possible, including in advance of application, so that staff can discuss them with prospective students and look to put in place timely support and reasonable adjustments. Where applicants disclose disabilities or support needs late in the admissions process or post-enrolment, the University may be delayed in putting in place such adjustments as may be reasonable. Whilst the University respects the right of students to choose not to disclose disabilities or support needs, where no disclosure is made, the University may not be able to identify and make any reasonable adjustments which might otherwise be required for the student.

In some instances, the adjustments needed for an individual to enrol on their chosen programme of study may not be ones which it is reasonable for the University to make. In such cases, the University may decline to make an offer of a place or may withdraw an offer already made. Similarly, where the adjustments needed for a student who has accepted an offer of a place to enrol on their course, or for a student who has enrolled to continue on their course, are not ones which it is reasonable for the University to make, the University may end its contract with the student.

Further Education applicants with an Educational Health & Care Plan (EHCP) will be considered by the University in consultation with the applicant's local authority. Should the university not be able to reasonably meet the needs of applicant, this will be communicated to the applicant's local authority. An offer of a place may be either withdrawn or deferred, potentially with a recommendation of an alternative provider.

If an applicant/student does not declare an EHCP during the admissions process and this information is presented to the university post enrolment, the university will consider the

EHCP in relation to the learner's needs. Should the university not be able to reasonably meet the needs of the student, this will be communicated to the student's local authority and the student. The University reserves the right to withdraw a student's enrolment or transfer enrolment to an alternative course.

Examples of adjustments which it may not be reasonable for the University to make include significant adjustments to physical features of the University, or where an individual's disability does not allow them to study safely at the University, or where an individual is unable to meet a competence standard for a particular programme. Where appropriate, the University will seek to identify whether it is reasonably practicable to offer the individual a place on an alternative programme (subject to availability and meeting relevant entry criteria).

The University may defer a student's enrolment or suspend a student's contract, where it is reasonably necessary to do so, to obtain and/or assess further information regarding the student'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. The University will consider all such instances fairly, sensitively and carefully, on a case-by-case basis, in accordance with the *Cancellation of Applications and/or Offers Policy*

When discussing support needs with the University, prospective students are encouraged to raise the learning strategies and support they may already have in place, and may be invited to disclose medical evidence or other information relating to their disability, in order to assist the University to consider their individual circumstances and identify appropriate support for their chosen programme of study together with any pre-entry support to assist with transition on to the programme.

Applicants who declare a disability or additional support need but who do not make contact with the Learning Support Manager or Dyslexia Adviser themselves will be contacted by the University Disability & SpLD team who will offer an opportunity to discuss their individual needs and enablers to learning.

The University will treat all information disclosed for this purpose sensitively and confidentially. The Disability & SpLD team can also assist applicants with contacting the University's Estates and/or Accommodation services to discuss individual support needs and reasonable adjustments in relation to accessing University campuses and buildings and/or applying for a place in University residential accommodation. Applications for University residential accommodation are considered by the University under a separate process and any accommodation provided to students will be the subject of a separate accommodation contract. [View our accommodation webpage](#) for more information.

Prospective students are invited to [contact our Learning Support Manager or the Dyslexia Adviser](#) at any stage to discuss access and inclusion needs in further detail.

Applicants who declare a disability or specific learning difference can also access support for the selection process. This can, for example, include assistance at applicant days or adjustments to interview/audition or portfolio reviews, where appropriate and practicable, to ensure that applicants are enabled to demonstrate they meet the admissions criteria. For further information please contact [please contact our Disability & Specific Learning Differences Team](#)

UCA ADMISSIONS POLICY: APPENDIX B

Admission of students under the age of 18 policy

1. Background

- 1.1. In addition to significant numbers of applicants to FE courses, the University currently admits a small number of qualified applicants each year, who are not 18, to its undergraduate courses. The majority of these applicants become 18 before the end of the first semester, however, a small number of students remain 17 (or under) beyond semester one of the academic year of entry.
- 1.2. In addition to equality regulations the University applies General Entry Requirements to applications to study towards a named award. Applicants may meet our general requirements prior to being 18 years old.
- 1.3. In law anyone under the age of 18 is a minor, and therefore registration of such a person requires careful consideration. The University has devised measures to ensure that such applicants who apply to and gain entry to the University are accorded appropriate additional consideration. This consideration recognises the applicant/student's rights and responsibilities as minors and those of the University.
- 1.4. The University is committed to the support and achievement of all students, including those under the age of 18. The University Safeguarding Policy provides further information on the support provided to students under the age of 18.

2. Context

- 2.1. The University undertakes to assess individual applications on the basis of academic merit within the context of prevailing internal and external regulatory frameworks. It recognises that there are a range of factors associated with being a minor in law that affect an individual's ability to be a student in an adult university environment.
- 2.2. In reaching decisions on applications from candidates under 18 at the start of their course, the University takes these regulatory and legal factors into account and applies the following general principles:
 - a) The University does not act in loco parentis and parents or guardians are required to accept such parental responsibility. Where Social Services act as guardian, separate provisions apply.
 - b) The parent or appointed guardian, in addition to exercising responsibilities for the well-being of the applicant, also takes full responsibility for the applicant's compliance with University regulations including those relating to financial liabilities.

- c) The parent or appointed guardian consents to the student's engagement in course activities such as field trips or similar activity. Parental consent for students who are under 18 will be requested for field trips; see the University Safeguarding Policy for more information.
- d) That it is recognised that a person under the age of 18 does not have full legal capacity to enter into contracts (including university accommodation contracts), to give valid consent or to hold a Trustee position in student clubs or societies.
- e) That it is recognised that the student will not be permitted to purchase or consume alcohol on University premises.
- f) That it is recognised that while studying at the University, students will be subject to UK law and the rules of the University.

3. Responsibilities

3.1. The University is committed to the safety and well-being of all its students and recognises the particular needs of those who are under 18 on entry. Such students are regarded as minors under UK law. The following responsibilities should be considered by the student and their parents/guardians before deciding whether to enrol onto a course at the University.

3.2. The applicant/student will:

- a) Make known to the University their correct date of birth.
- b) Abide by the conditions of admission and registration that relate to being a minor as well as being a student.
- c) Provide next of kin details of a parent/guardian (collected during online enrolment) and inform Campus Registry staff if contact details change throughout the duration of the course.
- d) Be expected to observe the same rules and regulations about acceptable use of the internet as all other students.
- e) Be unable to enter into contracts. Where these are required, the University requires a parent or guardian to act as guarantor.
- f) Not be permitted to purchase or consume alcohol on any of the University's premises.
- g) Not be able to hold office in University or Students' Union clubs and societies, and their participation in certain activities may be limited.

3.3 The parent/guardian will:

- a) Agree to and abide by the terms of admission and registration governing the role of the parent or guardian regarding the student's compliance with University regulations. This will include those regulations relating to financial liabilities and means that parents or guardians must pay any sums agreed under a contract if the student fails to do so.
- b) Ensure that adequate arrangements are made for the safeguard of the student's general well-being whilst they are enrolled at the University, and for their travel, reception on arrival in the UK and living arrangements while in the UK. This includes the responsibility for any tenancy agreements or contracts that the student may not be able to enter into due to their age.

- c) Where a student is from overseas and the parent/guardian remains abroad, provide the University with contact details of a guardian who is in the UK and who will be accessible to the University and to the student, should the need arise.
- d) Be aware that the University for the Creative Arts is an adult environment. Students are expected to behave like adults and to assume adult levels of responsibility. Students are required to have the necessary skills to study and live independently alongside people from a wide variety of backgrounds.
- e) Contact the University if they are unwilling for the student to participate in any activities, prior to the student enrolling onto the course. If this would, in the University's opinion, have a detrimental effect on the student's experience of university life, the University reserves the right to change the course offer so as to admit the student only once he or she reaches 18.

3.4 The University will:

- a) Assess applications from those under 18 upon entry to its courses on academic merit and in accordance with this Policy.
- b) With any confirmation of offer to a student under the age of 18, provide details of a member of staff who has undergone a Disclosure Barring Service check, to act as a point of contact. This would usually be full time academic staff for FE students, and/or Specialist Advisers in Library and Student Services.
- c) Collect next of kin details for all students as part of the online enrolment task. If the student is from outside of the UK, these details may be different to the parent/guardian based in the UK and will only be used in the event of an emergency, e.g. serious injury or illness or it is in the vital interests of the student, unless the student has given express consent.
- d) Not give information to parents or guardians of students under 18 regarding the student's progress, results or any other personal circumstances unless the student has given their explicit consent, in line with the Data Protection Act.
- e) Where a student is from outside of the UK, request details of a parent/guardian who is in the UK, and who will be accessible to the University and to the student, should the need arise. This information will be collected after an offer has been made, and will be held in the University student record system.
- f) Not restrict any access to any internet sites or categories of information, as internet access is unrestricted at the University.
- g) In rare instances, consent for emergency medical treatment may be required before parents or guardians can be contacted. In the case of such an emergency, the University will act on medical advice in the best interests of the student.
- h) Not assume parental responsibility for a student under the age of 18.

4. For students who reside outside of the UK:

4.1. Where a student is from outside of the UK, the University will request the following details of a parent/guardian who is in the UK, who will be accessible to the University and to the student, should the need arise. This information will be collected after an offer has been made, via the Applicant Portal and will be held in the University student record system:

- Name of parent/guardian who will act as guardian whilst the student is studying at UCA until he/she is 18
- UK address of guardian
- Telephone number of guardian

- Email address of guardian

4.3. Where parents are not resident in the UK, it will be necessary to appoint a UK based guardian for a student under 18 on entry. The University requires the contact details for this person and must be sure that they live in the UK and have agreed to act in this capacity.

4.4. The University is not able to assist parents in finding a suitable guardian but for those families who do not have friends or relatives in the UK a list of accredited agencies can be obtained from:

The Association of Educational Guardians for International Students (AEGIS)

Tel: +44 (0)1453 821293

Email: info@aegisuk.net

The list is also available at www.aegisuk.net

4.5. Where students require a visa to study in the UK, the UK Visas & Immigration require birth/adoption documents to be provided to the UKVI and to the University, to prove the relationship with the person/s giving consent.

Under 18 Policy - Parental/Guardian Consent Form

Section A

1. I give my consent to my son/daughter/ward's application to UCA
2. I understand and accept that the University for the Creative Arts does not accept parental responsibility for my child.
3. I understand and accept that the University for the Creative Arts is an adult environment and that my son/daughter/ward will generally be treated as an adult.
4. I am aware of* and consent to the activities that my child will be undertaking as a necessary part of his or her studies.
5. I understand and accept liability for all fees that will be incurred by my son/daughter/ward whilst registered at the University for the Creative Arts.
6. I understand and accept that while studying at the University for the Creative Arts my son/daughter/ward will be subject to UK law and the rules of the University.
7. I understand and accept that the University for the Creative Arts cannot release information relating to my son or daughter, either academic or personal, without my son or daughter giving the University express consent for this except in the event of an emergency, e.g. serious injury or illness or when it is in the vital interests of the student.
8. I will provide emergency contact details for the child.
9. Where a student is from overseas, and we as parents/guardian remain abroad, I will provide the University with contact details of a guardian for my child who is in the UK, and who will be accessible to the University and to my child, should the need arise.
10. I agree that my son/daughter/ward has permission to travel independently.
11. I agree that my son/daughter/ward has permission to live independently.
12. I understand that my child does not have full legal capacity to: enter into contracts and/or agreements (including university accommodation contracts); give valid consent, or; hold a Trustee position in student clubs or societies. I accept responsibility where this is the case.

**I have discussed the course with an academic representative from the School. I am aware of the activities that will be undertaken and I sign this form in that knowledge.*

Name of student:	
Student reference number:	
Name of parents/guardians:	
Relationship to student**:	
Is parent/guardian named above based in the UK? If no, complete section B	

**If the student requires a visa to study in the UK, you must submit birth/adoption documents to prove the relationship with the person/s giving their consent in their letter.

Section B: Appointing a UK Guardian for a Student Under-18

I authorise the UK based person named below to act as guardian for my son/daughter whilst in the UK and until he/she is 18.

Name of UK guardian:	
Relationship of guardian to the student:	
UK address of guardian:	
Telephone number of guardian:	
Email address of guardian:	

I declare that I have read and accept the above conditions.

Signature of both parents/ guardians (unless one parent has sole legal responsibility):		Date:	
		Date:	
Signature of UK guardian:		Date:	

Please return form to: internationaladmissions@ucreative.ac.uk
UCA Admissions, Falkner Road, Farnham, GU9 7DS, United Kingdom

Background

1. This policy explains the reasons that the University may defer or cancel an application and/or an offer of a place on a course. Please note that applications and/or offers for University accommodation are separate to an offer of a place on a course and are not included in this policy.
2. The *Deferral or Cancellation of Applications and/or Offers procedure* (below) explains the process for each of the following categories in more detail.

Instances where an application and/or offer may be deferred or cancelled

3. An application and/or an offer of a place may be deferred or cancelled in the following instances:
 - a) Information missing from the application form
Applicants and their referees should provide information on their application form which is accurate, and the University should be notified if any of the information changes after the application has been submitted. If the University becomes aware that an applicant has provided false, incomplete, misleading or fraudulent information or has left out significant information in relation to their application as part of the admissions process, an application and/or offer to study may be cancelled.
 - b) Failure to meet offer conditions
If an applicant fails to meet or, as a result of circumstances changing, no longer meets any special requirements or conditions as set out in their offer email, the application and/or offer may be cancelled.
 - c) Support requirements cannot be met
Where applicants disclose disabilities or support needs late in the admissions process, the University may be delayed in putting in place such adjustments as may be reasonable. Whilst the University respects the right of students to choose not to disclose disabilities or support needs, where no disclosure is made, the University will not be able to identify and make any reasonable adjustments which might otherwise be required for the student.

In some instances, even when disabilities or support needs have been disclosed early in the cycle, the adjustments needed for an individual to enrol on their chosen programme of study may not be ones which it is reasonable for the University to make. In such cases, the University may decline to make an offer of a place or may cancel an offer already made. Where appropriate, the University will seek to identify an alternative programme (subject to availability and meeting relevant entry criteria).

The University may defer a student's enrolment or cancel a student's contract, where it is reasonably necessary to do so, to obtain and/or assess further information regarding the student'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.

Further Education applicants with an Educational Health & Care Plan will be considered by the University in consultation with the applicant's local authority. Should the university not be able to reasonably meet the needs of applicant, this will be communicated to the applicant's local authority. An offer of a place may be either withdrawn or deferred, potentially with a recommendation of an alternative provider.

If an applicant/student does not declare an EHCP during the admissions process and this information is presented to the university post enrolment, the university will consider the EHCP in relation to the learner's needs. Should the university not be able to reasonably meet the needs of the student, this will be communicated to the student's local authority and the student. The University reserves the right to withdraw a student's enrolment or transfer enrolment to an alternative course.

The University will consider all such instances fairly, sensitively and carefully, on a case-by-case basis.

d) Offers made in error

Offers are made in good faith taking into account information as supplied by the applicant and/or referee at the time of the application. If an offer is made in error and the University believes that an applicant will not succeed on the course, the applicant will be contacted in writing via email to confirm the error and to recommend that the applicant withdraws from the course.

e) Fraudulent Applications

If an application is thought to contain fraudulent information, or if the UCAS Similarity Detection Service notify us that a personal statement has been identified as being similar to other applicants, this will be investigated. The application and/or offer will be cancelled if there is evidence which suggests that the application contains fraudulent information. The University will also have the right to reject any application or later terminate any registration from an individual who is subsequently found to have omitted or falsified relevant information in relation to his/her initial application.

f) UK Visas & Immigration (UKVI)

Applicants must meet all the requirements set out in the Immigration Rules, the UKVI Student Route / Tier 4 guidance or other Home Office requirements in force. 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 Student Route / Tier 4 Sponsor Licence. An application and/or offer will be cancelled if the applicant requires a visa to study in UK and is unable to meet the requirements, or provide evidence of meeting the requirements by the start

date of the course. Applications and/or offers may also be cancelled if an applicant has previously been refused a visa to study in the UK.

g) Course Suspensions/Withdrawals

In the event of a degree course not running due to suspension or withdrawal, applicants will be advised by admissions. 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, should this be requested. If no alternative course can be found, the application and/or offer will be cancelled.

h) Criminal Convictions

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.

If the panel decides that the University cannot put special measures in place to support the applicant or protect other students and staff, the offer of a place will be withdrawn. An email will be sent to the applicant to confirm this within 5 working days of the panel meeting taking place.

The applicant has the right of appeal against any panel decision. Appeals will be considered by a member of the University Leadership Team. This decision will be final.

More information is available in the University's *Applicant Criminal Convictions Policy*.

i) Failure to enrol

If an applicant fails to complete their enrolment within one month of the date that they are required to, we will consider an applicant to have withdrawn from the course and the application and/or offer will be cancelled.

j) Academic Failure

The University's Common Credit Framework does not permit a student who was withdrawn due to academic failure 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.

k) Academic Misconduct

Any students who have been expelled from the University on the grounds of misconduct may not be allowed to apply to restart or re-join the same course. Depending on the nature of the misconduct, an applicant may also not be allowed to apply to another course at the University.

Deferral or Cancellation of Applications and/or Offers procedure

This procedure sets out how a decision by UCA to defer or cancel an application and/or offer is reached, for each instance identified in the *UCA Deferral or Cancellation of Applications and/or Offers Policy*.

Instance	How decision is reached
Information missing from the application form	<p>The Head of Admissions (UK) or Head of International Admissions will investigate statements of fact and may liaise with referees or staff from the applicant's previous school/college to verify information provided in the application. If evidence is found which indicates that false, incomplete, misleading or fraudulent information has been used in an application, a decision on whether to cancel the application will be made.</p> <p>An applicant will be notified that an investigation will take place and will be given 14 days to provide information which will be considered during the investigation. The application may be put on hold while an investigation takes place, depending on the status of the application.</p> <p>Where possible, the investigation will be completed within 28 days of the applicant being notified of the investigation taking place. If it is not possible to complete the investigation within this timeframe, the applicant will be notified of the delay.</p> <p>The Head of Admissions (UK) or Head of International Admissions will confirm the outcome of the investigation to the applicant in writing via email. If a decision is taken to cancel the application, the applicant will have 7 days to appeal the decision. An appeal should be sent in writing to the University Registrar.</p> <p>If the applicant does not appeal the decision to cancel the application, or if the decision to cancel an application is upheld following an appeal, the application will be withdrawn/cancelled by the University's admissions team.</p>
Failure to meet offer conditions	<p>When an applicant fails to meet the conditions of their offer, the University's admissions team will forward the application to the course team or Head of School to reconsider the application to determine whether the offer can remain, whether an alternative offer can be made, or whether the offer will be cancelled.</p> <p>Once a decision has been made, a member of the UCA Admissions Team will either; confirm the original offer, make an offer for an alternative course, or cancel the application and will notify the applicant of the decision via email.</p> <p>Where an offer is cancelled, applicants have no right of appeal against the academic decision not to offer them a place at the University.</p>
Support requirements cannot be met	<p>Applicants who declare a disability or additional support need will be contacted by the University Disability & SpLD Team to offer an opportunity to discuss their specific requirements as part of the University's support needs assessment process to ensure that timely</p>

support and reasonable adjustments are in place for the prospective student at the start of the course.

In order to assess support needs, the course team and Disability & SpLD team will consider the support needs and adjustments required to mitigate substantial disadvantage and/or to manage any risks to the health, safety or welfare of the applicant and/or others. The Accommodation team may also be involved in the support needs assessment process if an application for University Accommodation has been received.

Evidence may need to be provided by the applicant to enable the University to determine the support needs and adjustments required. Once the evidence and information on the applicant's disability/support need has been gathered and assessed by relevant University staff, the applicant will be notified of the support and adjustments that the University can reasonably provide.

Further Education applicants with an Educational Health & Care Plan will be considered by the Head of Planning, Development & Administration in liaison with colleagues within the Disability & SpLD service, School of FE, other University stakeholders and in consultation with the applicant's local authority. Should the university not be able to reasonably meet the needs of applicant, this will be communicated to the applicant's local authority. An offer of a place may be either withdrawn or deferred, potentially with a recommendation of an alternative provider.

The University will always aim to make assessments and reasonable adjustments in time for the applicant to join the academic year that they applied to. However, where applicants i) apply late, ii) disclose disabilities or support needs late, or iii) provide evidence late in the admissions process, then due to circumstances beyond its reasonable control, the University may not be able to identify and make reasonable adjustments which might be required for the student by the enrolment date.

Furthermore, in some instances, the adjustments needed for an individual to enrol on their chosen programme of study may not be ones which it is reasonable for the University to make. In these instances, the applicant will be invited to a meeting with the course team, the Disability & SpLD team and the accommodation team (where an application to University Accommodation has been made) to discuss the University's concerns, and to consider the support requirements further along with any alternative options or adjustments, which might be reasonable for the University to make.

If, having assessed the information received, the course team and the Disability & SpLD team consider that the necessary adjustments may be unreasonable for the University to provide or that there are risks which the University may not be able to manage, or that necessary adjustments can not be made in time for enrolment, or that there is insufficient evidence to make sound decisions about support needs and reasonable adjustments, they will write a report detailing their assessment and recommendations and refer the case to a panel of Senior Managers, who will determine either:

	<p>i) the required adjustments can be reasonably made and the offer of a place should be made or remain; or</p> <p>ii) the required adjustments are unreasonable and/or there are risks which cannot reasonably be mitigated, and that consequently the University should cancel the application and/or offer of a place; or</p> <p>iii) the required adjustments are reasonable, but cannot reasonably be put in place in time for enrolment and that therefore the application and/or offer should be deferred until the next academic year; or</p> <p>iv) there is insufficient information to make a decision and further information should be sought and re-presented to the Panel at a future date to allow a decision to be made finally; or</p> <p>v) there is insufficient information to make a decision, and the offer should be deferred until the next academic year to allow further information to be gathered and assessed.</p> <p>The Panel will comprise a Head of School and the Director of Academic Services, and other senior managers as appropriate (e.g. the Head of Campus Operations and Facilities in cases where the applicant has applied to University Accommodation). A Panel meeting convened to make such a decision should normally be held no later than 9 weeks before the applicable enrolment date. If an application is submitted or disclosure is made late in the application cycle and a panel cannot be convened 9 weeks before the enrolment date, the panel meeting will take place as early as possible.</p> <p>In such cases, the Head of Admissions (UK) or Head of International Admissions will write to the applicant informing them that a Panel has been convened to decide whether the applicant’s support needs can reasonably met and whether the offer of a place can remain or should be cancelled or deferred. Within 7 days of the meeting, the Head of Admissions (UK) or Head of International Admissions will communicate the Panel’s decision and reasons for it to the Applicant. The applicant will then have 14 days to appeal the decision. Appeals should be made in writing to the University Secretary who will normally reach a final decision within 14 days.</p>
Offers made in error	<p>The Head of Admissions (UK) / Head of International Admissions or Admissions Manager (UK) / International Admissions Manager will investigate an offer made in error to an applicant who is judged not to have met the entry requirements and/or selection criteria and who the course team do not think will be able to succeed on the course.</p> <p>Where the University believes that an applicant does not meet the entry criteria and/or selection criteria and will not be able to succeed on the course, the applicant will be contacted in writing via email within 7 days of the error being identified to confirm the error and to recommend that the offer should be cancelled . Wherever possible, an alternative course offer will be provided for a course that the applicant meets the entry/selection criteria for. This will usually be at a lower level than the course they’ve been offered in error.</p>
Fraudulent Applications	The Head of Admissions (UK) / Head of International Admissions will investigate statements of fact and may liaise with referees or staff from

	<p>the applicant's previous school/college to verify information provided in the application.</p> <p>An applicant will be notified that an investigation will take place and will be given 14 days to verify or provide evidence of information in their application form. The application may be put on hold while an investigation takes place, depending on the status of the application.</p> <p>If evidence is found which indicates that fraudulent information has been used in an application, the Head of Admissions (UK) / Head of International Admissions will decide whether to cancel the application. The applicant will be notified of this in writing. There will be no right of appeal to this decision.</p>
UK Visas & Immigration (UKVI)	<p>The Immigration Compliance Coordinator will investigate statements of fact and make a decision on whether to cancel the application.</p> <p>An applicant will be notified that an investigation will take place and will be given 14 days to provide information that they want taken into consideration. The application may be put on hold while an investigation takes place, depending on the status of the application.</p> <p>If a decision is made to cancel the application, the applicant will be notified in writing via email by the Immigration Compliance Coordinator or the International Admissions team.</p> <p>There will be no right of appeal to this decision.</p>
Course Suspension/ Withdrawals	<p>The University Academic Strategy Development Group approves course changes, suspensions and withdrawals. If a course is suspended (won't run in the current academic year) or withdrawn (won't run again in future), the Head of School will confirm the decision to an applicant by telephone and in writing via email as soon as possible after the decision is taken to suspend/withdraw the course. This email will contain any alternative options that the University is able to offer. This may include consideration for an alternative course or deferring the application to the next academic year (when a course has been suspended).</p> <p>Applicants who do not wish to be considered for another course at UCA will be supported in choosing another institution and course, should this be requested by the applicant.</p>
Criminal Convictions	<p>The University Criminal Convictions Panel, which includes: a nominee of the Director of Academic Services; the Head of School; the Admissions Tutor who interviewed the applicant/considered the application form; and the Head of Admissions (UK) / Head of International Admissions will investigate in line with the UCA Criminal Convictions Policy. The person responsible for applicant disclosures will notify the applicant.</p> <p>See the <i>UCA Criminal Convictions Policy</i> for more information.</p>
Failure to enrol	<p>The UCA Student Records & Systems team and the UCA Admissions Teams will contact applicants to remind them to enrol, and will provide a deadline to complete the enrolment process. If the enrolment process isn't completed by the deadline date, the application and/or offer will be withdrawn by the relevant UCA Admissions Team.</p>

	<p>The deadline date for enrolment will be determined by the course team and will be based on how late an applicant can start the course without causing problems to their studies.</p> <p>If an applicant cannot enrol onto the course, the applicant can contact the admissions team to ask for their application to be deferred to the following academic year.</p> <p>There will be no right of appeal to the decision to cancel an application after the deadline for enrolment onto the course.</p>
Academic Failure	<p>Where an applicant has applied to a course that they have studied before and were withdrawn due to academic failure, the Head of Admissions (UK) / Head of International Admissions or Admissions Manager (UK) / International Admissions Manager will determine whether an alternative course option is available in liaison with the Director of Academic Services and the course team/Head of School.</p> <p>A member of the UCA Admissions Team will notify the applicant that their application to the course they were previously withdrawn from due to academic failure has been cancelled/withdrawn, and will provide details of any alternative courses (if appropriate).</p> <p>There will be no right of appeal to this decision.</p>
Academic Misconduct or breaches of the Student Code of Conduct	<p>Where applications are received from an applicant who has been withdrawn for academic misconduct or breaches of the Student Code of Conduct, the application will be considered by the course team and Head of School.</p> <p>If a decision is taken to cancel the application, the Head of Admissions (UK) / Head of International Admissions or Admissions Manager (UK) / International Admissions Manager will confirm the decision to the applicant.</p> <p>There will be no right of appeal to this decision.</p>

Applicant Criminal Convictions Policy

Background

To perform our public task of protecting the rights, property and safety of the University and its students, employees, agents and visitors, all applicants who receive an offer are asked to declare whether they have a relevant, unspent criminal conviction.

Information about criminal convictions is sensitive personal data which is subject to greater protections under the General Data Protection Regulations and the Data Protection Act 2018. Our basis for processing this data meets a substantial public interest condition, being for the purpose of safeguarding children (DPA 2018 Schedule 1 Part 2 (18)), as referenced in our applicant privacy notice.

Which criminal convictions have to be declared?

Applicants will only be asked to provide details of relevant unspent criminal convictions if they receive an offer of a place to study at UCA.

What is a relevant criminal conviction?

Relevant criminal convictions are those convictions for:

- offences against a person of a violent nature, including threatening behaviour or the intention to harm;
- offences listed in the Sex Offences Act 2003;
- convictions for offences involving unlawfully supplying controlled drugs or substances where the conviction concerns commercial drug dealing or trafficking;
- offences involving firearms;
- offences involving arson;
- offences listed in the Terrorism Act 2006

If an applicant has a conviction for a similar offence for which they were convicted outside of the UK, this counts as a relevant criminal conviction.

Warnings, penalty notices for disorder (PNDs), anti-social behaviour orders (ASBOs), criminal behaviour orders (CBO) or violent offender orders (VOOs) are not classed as relevant convictions, unless you contested a PND or breached the terms of an ASBO, CBO or VOO and this then resulted in a criminal conviction, or unless by attending our campuses it breaches any conditions of these.

What is an unspent criminal conviction?

Convictions become spent after a certain period of time known as a 'rehabilitation period'. The length of the rehabilitation period depends on how severe the sentence was. An unspent criminal conviction is one which has not reached this defined time.

If a conviction is spent (as defined by the Rehabilitation of Offenders Act 1974), or will become spent by the start date of the course, this does not need to be declared. See Annex 1 for information on the length of rehabilitation periods.

What happens if I have a relevant unspent criminal conviction?

All applicants with an offer will be asked to confirm if they have a relevant unspent criminal conviction.

Applicants with a relevant unspent criminal conviction will be asked to provide more information and the University will consider the wider issues, including the interests and safety of all members of the University community and in particular, vulnerable students and/or students who are under 18 years old.

A disclosure may be sought through the Disclosure and Barring Service (DBS) if an applicant applies to a course leading to a profession in teaching, health or social work or onto a course which will bring the individual into contact with children or vulnerable adults. The University may reserve the right to conduct such a check at a later date.

A University Criminal Convictions Panel will meet to consider 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 (such as pastoral support).

The panel may require further information from an applicant prior to reaching a final decision. This may include a request for additional information from a probation officer or suitable referee to identify any degree of risk to the applicant or the University community.

The final outcome of the panel will be:

1. The original offer can stand and no special measures are required.
2. Special measures are required to support the applicant or protect other students and staff. The applicant will be asked to confirm whether they accept these additional conditions or whether they want to decline the offer.
3. The University cannot put special measures in place to support the applicant or protect other students and staff and the offer of a place is withdrawn.

Applicants will be notified of the final outcome within 5 working days of the panel meeting.

The University will have the right to withdraw an offer or later terminate any registration from an individual who is subsequently found to have omitted or falsified relevant information in relation to their unspent criminal conviction(s).

Procedures

1. Admissions Tutors will consider all applications with reference to the capability of the applicant to complete the creative and academic requirements of the course.
2. Where the Admissions Tutor recommends acceptance, an offer will be made, and the applicant will be asked to declare whether they have any relevant unspent criminal convictions via the Post Offer Declaration Task in the Applicant Portal.
3. The Post Offer Declaration Task will provide a clear explanation of relevant unspent convictions to ensure criminal conviction information is only collected from applicants with a relevant unspent conviction.
4. Applicants who do have relevant unspent convictions will be asked to provide:
 - a) a copy of their certificate of conviction which confirms details of the offence(s) convicted of;
 - b) a brief statement of the events leading to the offence;
 - c) details of any circumstances that influenced the offence and which no longer apply;
 - d) any factors that minimise the impact of the offence;
 - e) any achievements since the conviction;
 - f) details of a member of the Probation Service, Social Services or a senior prison officers who can provide a statement on your risk of reoffending
5. If it is necessary to approach third parties for further information, whether nominated by the applicant or not, specific consent to contact them will be sought from the applicant. If consent is not given to contact a third party and the absence of this information means that the panel do not have sufficient information to make a decision, the offer of a place may be withdrawn.
6. If the applicant fails to complete the criminal conviction task, or fails to provide the required information, the offer may be withdrawn.
7. Once information about the criminal conviction has been received, a panel will meet, consisting of the Head of Admissions (UK) or Head of International Admissions, the Director of Academic Services (or nominee), the Head of School of the proposed study area and the Admissions Tutor who interviewed the applicant (or reviewed their application where an interview has not been held).
8. The applicant will be informed of the date that the panel will take place, but will not be required to attend.
9. The panel will confirm if the offer can go ahead after considering the wider issues of the University, taking into account the following, where applicable:
 - a) A copy of the certificate of conviction and a brief statement of events leading to the offence; and
 - b) The particular circumstances that influenced the offence and which no longer apply (e.g. the applicant was young and easily influenced at the time;

or that the applicant was experiencing personal/domestic/financial or other problems which have now been resolved); and

- c) The factors that minimise the impact of the offence (e.g. it was minor, old or a one-off); and
- d) The applicant's achievements since the conviction (to show that they have tried to put the offence or that period in their life when they committed the offence behind them); and
- e) Whether the criminal record is likely to create an undue risk to the safety and/or wellbeing of the University community

10. The panel will confirm whether:

- a) More information is required to make a decision.
- b) The original offer can stand and no special measures are required.
- c) Special measures are required to support the applicant or protect other students and staff. The applicant will be asked to confirm whether they accept the additional conditions or whether they want to decline the offer.
- d) The University cannot put special measures in place to support the applicant or protect other students and staff and the offer of a place will be withdrawn.

11. The outcome of the panel and the reasons for the decision will be recorded. All members of the panel are required to approve the draft prior to the decision being communicated to the applicant.

12. If the panel decides to withdraw an offer of a place, an email will be sent to the applicant to confirm this within 5 working days of a decision being made.

13. If the panel decides that the offer can stand, the University Accommodation Manager will be informed that the applicant has disclosed a relevant criminal conviction. This is to ensure the University complies with legal requirements in relation to accommodating students who are under 18 years of age. No details other than that the applicant has disclosed a relevant unspent criminal conviction will be divulged.

14. The person responsible for applicant disclosures will record panel decisions confidentially, will keep a file of all correspondence and documentation relating to the admission decision and will be responsible for ensuring that any information is handled in accordance with the General Data Protection Regulations and the Data Protection Act 2018. This file will be kept for a maximum of five years. In the case of a decision not to admit an applicant all documentation will be destroyed one year after the date of the final decision.

15. Members of the panel should not share any information on the case with any third party. Once the panel has made its recommendation, all members of the panel should destroy all papers related to the case.

16. If an applicant receives a relevant unspent criminal conviction after they have completed the Post Offer Declaration Task in the Applicant Portal, the applicant

should inform the UCA Admissions Team immediately in writing, with details of the offence.

17. The applicant has the right of appeal against any panel decision. Appeals will be considered by a member of the University Leadership Team. The outcome of the appeal will be confirmed in writing within 10 working days. This decision will be final.

Rehabilitation Periods (spent/non-spent)

The rehabilitation period (the length of time before a conviction becomes spent) depends on the length of the sentence imposed, not the offence committed. Rehabilitation periods that run beyond the end of a sentence are made up of the total sentence length plus an additional period that runs from the end of the sentence. Other rehabilitation periods start from the date of conviction or the date the penalty was imposed.

The rehabilitation periods for sentences with rehabilitation periods which run from the end date of the sentence are shown in the table below:

Sentence	Rehabilitation Period	
	People aged 18 or over when convicted	People aged under 18 when convicted
Prison sentences of 6 months or less*	Full sentence +2 years	Full sentence +18 months
Prison sentences of more than 6 months to 2 ½ years*	Full sentence +4 years	Full sentence +2 years
Prison sentences of more than 2 ½ years to 4 years*	Full sentence +7 years	Full sentence +3 ½ years
Prison sentences of more than 4 years*	Never spent	Never spent
Community order / youth rehabilitation order**	Full length of the order +1 year	Full length of the order +6 months

* including suspended sentences, youth custody and detention in a young offender institution, a sentence of detention under section 91 of the Powers of Criminal Courts (Sentencing) Act 2000, a detention and training order, a sentence of corrective training and a sentence of Borstal training.

**In relation to any community or youth rehabilitation order which has no specified end date, the rehabilitation period is 2 years from the date of conviction.

With some sentences the rehabilitation period varies:

Sentence	Rehabilitation Period	
	People aged 18 or over when convicted	People aged under 18 when convicted
Fine	1 year	6 months
Conditional discharge	Length of the order	Length of the order
Absolute discharge	Spent immediately	Spent immediately
Conditional caution / youth conditional caution	3 months (or when it ends, if earlier)	3 months

Simple caution / youth caution	Spent immediately	Spent immediately
Compensation order	Once it is paid in full	Once it is paid in full
Bind over	Length of the order	Length of the order
Attendance centre order	Length of the order	Length of the order
Hospital order (with or without restrictions)	Length of the order	Length of the order
Referral order	n/a	Length of the order
Reparation order	n/a	Spent immediately

Applicant Complaints Policy

Background

1. The University for the Creative Arts is committed to delivering to all applicants a high quality, efficient and fair admissions service. However, we recognise that there may be occasions when applicants will feel that they have cause for complaint.
2. The University will seek to ensure that all complaints are treated seriously, positively and constructively. It will also seek to ensure that complaints are dealt with promptly, with fairness and consistency and with due regard to the University's Equality & Diversity Policy. If a complaint is upheld, the University will take appropriate action and will do so promptly. If a complaint is not upheld, the reasons for the decision will be communicated to the applicant.
3. 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.
4. The vast 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 complaints procedure detailed below should be followed.
5. An applicant who wishes to make a formal complaint must lodge his/her complaint in writing with the Head of Admissions (UK) / Head of International Admissions within 30 working days of the action causing concern. Complaints received after 30 days will only be considered in exceptional circumstances. A complaint made by e-mail will be accorded the same level of thorough consideration and will be addressed within the same timescale as any other written complaint.
6. If a complaint is not resolved on an informal basis and moves to a formal complaint, the Head of Admissions (UK) / Head of International Admissions will determine whether there is an initial case to answer.
7. To comply with data protection law, and the University's policy on disclosure, the University will only correspond on any issue regarding an application with the applicant themselves, unless the applicant has provided written permission for the

University to discuss it with another person (e.g. a parent, guardian or school adviser) or has identified that person as their proxy.

8. Anonymous complaints will not be dealt with under this procedure. Staff who receive anonymous complaints will be expected to use their discretion and judgement as to how to handle such complaints.
9. It is the University's expectation that the confidentiality of the documentation generated by a complaint will be respected by all parties.
10. Complainants will be advised of the outcome of the investigation in writing by the Head of Admissions (UK) or the Head of International Admissions within 30 working days of receipt of the initial complaint. This will include the decision as to whether the complaint has been upheld or rejected and will include an indication of the evidence on which the decision has been based.
11. Formal complaints referred to the Head of Admissions (UK) or the Head of International Admissions will be monitored and a report will be received on an annual basis to Academic Board, which may inform future policies and procedures.
12. Applicants' complaints may only be made through this Applicant Complaints Procedure. The University operates a separate Student Complaints Policy for registered students who wish to raise complaints about aspects of their student experience once they have been accepted (and started) on their course. Applicants are not eligible to make use of the Student Complaints Policy.

Informal Complaints Procedure

13. If possible the informal complaint should initially be directed to the Campus Registry Office or to UK or International Admissions, depending on the source of the complaint.
14. The informal complaint must normally be made within 14 working days of the actions (or lack of actions) that prompted the complaint. The appropriate staff member shall respond to the complaint normally within 10 working days of a complaint being received and will retain a record of the correspondence and any action taken. If it proves impossible to respond in full within ten working days, the complainant shall be informed of the timescale for the receipt of a full response.
15. Responses to informal complaints should include details of the formal complaint process. If the complainant does not feel the complaint has been satisfactorily resolved, he/she may choose to submit a formal complaint.

Formal Complaints Procedure

16. A formal email of complaint should be submitted to the Head of Admissions (UK) or the Head of International Admissions within 30 working days of the action causing concern, stating clearly the complaint, outlining the case in full and how the complaint has been pursued to date including full details and the outcome of any

informal complaint made. Complaints received after 30 days will only be considered in exceptional circumstances.

17. All complaints should be made by the complainant, not a third party. Complaints should be emailed to admissions@uca.ac.uk / internationaladmissions@uca.ac.uk or addressed to the Head of Admissions (UK) / Head of International Admissions.
18. The Head of Admissions (UK) / Head of International Admissions shall reply within 7 working days stating the complaint is being dealt with and that a full written reply will be sent within 30 working days of receipt of the complaint.
19. All complaints received will be referred to the appropriate School or department. In the case of a complaint made against a member of staff, this will normally be the person with line management responsibility for that member of staff. Where a complaint includes an allegation of serious misconduct by a member of staff, the investigation of that part of the complaint may be informed by the relevant internal HR policies and procedures.
20. The appropriate department or line manager will have 10 working days to send a response to the Head of Admissions (UK) or the Head of International Admissions. Clear and reasonable timescales relating to how long a complainant has to respond to requests will be provided with requests for additional information requested.
21. All complaints will be fully investigated and the complainant will receive a written communication advising them of the outcome and the grounds on which the Head of Admissions (UK) / Head of International Admissions has reached their decision.
22. Complaints from applicants who have applied to a UCA course delivered at a partner institution should be sent to the admissions team which manages the application process. For the degree course delivered at the Royal School of Needlework, this would be the Head of Admissions (UK) or the Head of International Admissions at UCA in line with this procedure. For other partners, this would be the Admissions team at the partner institution.

Appeal

23. If on receipt of the formal written response, the applicant is dissatisfied with either the response or the way the complaint has been dealt with, the applicant may appeal within 10 working days of receipt of the decision, stating what remains unresolved. This appeal should be made to the Director of Academic Services, who will review the case and either:
 - i) confirm that the complaint has been resolved satisfactorily or
 - ii) resolve the complaint.
24. Applicants have no right of appeal against the academic decision not to offer them a place at the University.
25. The applicant will be notified in writing of the decision within 15 working days of receipt of the appeal.