

Admissions Policy for entry into academic year 2025/26

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Amendments for 2025/26

Section	Amendment
4 - Quality and Standards	Updated to reflect new QAA Quality Code
6 - Admissions responsibilities	More detail for some roles
12 - Criminal convictions	Clarity and additional information for those with criminal convictions / upcoming proceedings etc.
13 - Offers	Additional information on contextual offers
19 - Appeals and complaints	Clarity around complaints and additional guidance

1 Strategic Vision

1.1 Our vision for Arts University Plymouth is a new kind of arts university for the 21st century, preparing graduates who are uniquely placed to provide creative solutions to the complex global challenges of our times.

We will champion our people, place and pedagogy at the heart of our mission, delivering sustainable growth and impactful change in terms of creative economies, civic engagement and cultural ambition in Plymouth and the wider region.

We will enhance our reputation as a catalyst for individual, societal and ecological transformation, delivering innovative and distinctive learning, teaching and research through its interdisciplinary ecosystem of materials, processes, technologies and knowledge exchange.

1.2 Arts University Plymouth will set a vision towards 2030 based upon sustainable growth, solution focused teaching and research, and a commitment to impactful social justice and ecological change through its people, culture and place. Our strategy [*Creative Education for a Changing World*](#) will ensure that our work is energised and designed to meet the ambitions of its students and staff while acknowledging the shifting realm of creativity through new technologies and the workplaces of tomorrow.

1.3 Our strategy is built upon three pillars, ***Creative Endeavour***, ***Sustainable Futures***, and ***People & Place***. Through this, we have set a critical path towards a holistic and embedded pedagogical approach under the title *Teaching for our Time*, that will guide all of our creative endeavours. We believe that authenticity, fulfilment and kindness are indexical qualities in the process of thinking, making and living.

1.4 The University is committed to:

- creating a student body that is balanced and diverse in terms of cultural background and experience
- providing fair and equal access to all prospective students who are able to demonstrate the potential to benefit from and contribute to a programme of study; and the potential to complete a chosen programme of study successfully, regardless of background
- providing a professional admissions service with clear, fair and consistently applied policies and procedures.

2 About this Policy

2.1 This policy, while covering all admissions, including those under partnership arrangements, predominantly focuses on undergraduate admissions due to the more complex process compared with pre degree and postgraduate admissions.

2.2 The policy is also designed to meet the requirements of the Office for Students Conditions section 3 below) and higher education sector quality standards and guidance. The contents list follows:

3 Office for Students Conditions of Registration

3.1 The University is committed to the Office for Students (OfS) [Conditions of Registration](#) for HE students. While all sections are relevant the following are particularly pertinent to this policy:

Condition B2	The provider must support all students, from admission through to completion, with the support that they need to succeed in and benefit from higher education.
Condition C1	The provider must demonstrate that in developing and implementing its policies, procedures and terms and conditions, it has given due regard to relevant guidance about how to comply with consumer protection law.

4 Quality and Standards

4.1 This policy is also guided by the [UCAS Good Practice](#) and is consistent with the [Quality Assurance Agency's Quality Code](#) and its sector agreed principles and key practices which meet the Standards and Guidelines for Quality Assurance in the European Higher Education Area (ESG 2015). While the principles are not mandatory they continue to underpin the successful delivery of admissions, recruitment and widening access processes and activities throughout the higher education sector, with Principle 9 relevant to this policy:

Principle 9

Providers operate recruitment, selection and admissions processes that are transparent, fair and inclusive. Providers maintain and publish accurate, relevant and accessible information about their provision, enabling students to make informed choices about their studies and future aspirations.

Key Practices:

1. Policies and procedures for application, recruitment, selection and admission to programmes are reliable, fair, transparent and accessible, including processes for the recognition of prior learning. Similar and proportionate arrangements are in place for modules and other units of study.
2. Providers offer information that supports prospective students, and their advisors for recruitment and widening access purposes, in making informed decisions. Providers meet their legal and regulatory obligations in relation to the information presented about themselves and their provision or any changes they make to programmes and modules.
3. Staff, student representatives and external partners engaged in the delivery of recruitment, selection, admissions and widening access processes are appropriately trained and resourced.
4. All teams involved in the application, selection and admissions processes ensure information about the applicant journey is consistent and clear. Specific elements of the selection process are clearly defined and any programme or module changes that can impact decision making are communicated swiftly and consistently to enable all parties to exercise informed choice.

5 Governance

5.1 The Admissions Policy at Arts University Plymouth is the result of collaboration from across the University and is informed by our Access & Participation Plan. It is reviewed annually with approval by the Academic Board.

6 Admissions Responsibilities and Process

6.1 A central Admissions Office coordinates the admissions process for applicants applying for full time undergraduate programmes through UCAS and liaises directly with UCAS. In exceptional circumstances, a direct application for full-time undergraduate study may be made and processed as a Record of Prior Acceptance (RPA) on UCAS.

6.2 For part time undergraduate study, for all pre-degree courses and for postgraduate programmes, applications are accepted directly to the University through its [website](#) (or on paper by request contacting the Admissions Office by email - admissions@aup.ac.uk or telephone (01752 203400/474)). For undergraduate applications to courses offered through the University's partnerships, applications will be made directly through the partner's website.

6.3 All applicants are assessed as individuals and are given equal opportunity to demonstrate relevant skills and provide supporting information where required on the relevant application form.

6.4 AUP is committed to ensuring that the admissions process provides fair and equal consideration for applicants who apply by the relevant closing dates, and for late applicants, provided places remain available.

6.5 The Head of Student Recruitment and Admissions is responsible for:

- advising senior management on matters relating to admissions
- coordinating annual review of the admissions policy
- reviewing admissions procedures to ensure they enable the University to achieve strategic goals and specific objectives
- promoting good practice and consistency
- ensuring all staff involved with the admissions process are thoroughly familiar with requirements and administrative procedures.

6.6 The Admissions Manager / Office is responsible for:

- implementing the University's admissions procedure and offer-making protocol
- processing applications and the decisions made by programme areas
- liaising with UCAS
- disseminating relevant information to programmes
- communicating with applicants during the admissions process (with support from the wider Brand directorate).

6.7 The International Recruitment Manager is responsible for:

- implementing the University's admissions procedure and offer-making protocol for all international applicants
- assisting the admissions team to process applications and decisions made by programme areas for international applicants
- issuing a Confirmation of Acceptance for Studies (CAS) (this is a unique number which confirms an international applicant has been accepted on a course of study in the UK - it is an electronic document generated using the Home Office's system and is essential in order to make a successful Student visa application.
- communicating with external agents and partners that deal with potential applicants

6.8 The Deputy Vice-Chancellor has responsibility for determining entry criteria and assessment procedures, in conjunction with the Pro Vice-Chancellor (Academic) and wider Vice-Chancellor's Executive, Dean of Arts, Design & Media, Head of Pre Degree, and Head of Student Recruitment and Admissions, before approval by the Academic Board.

6.9 All applicants will be required to present evidence of previous relevant qualifications (if not automatically transmitted by UCAS), as requested by the Admissions Office.

6.10 Academic staff have responsibility for conducting discussions with applicants where necessary. It is this member of academic staff who assesses applicants for their potential to undertake the programme of study successfully, based on the quality of their work, application including references, achievements to date and/or predicted achievements, and qualities for potential studentship. The member of academic staff advises the Admissions Office of the recommendation regarding an offer for the candidate.

6.11 The Admission Office ensures compliance with the offer-making protocol and consistency between recommendation, records from discussions and UCAS application (where applicable). Admissions staff are responsible for communicating the response formally to candidates (usually through UCAS for full time undergraduate applications).

6.12 All academic staff and administrative support staff involved in the process of admissions take responsibility for:

- providing accurate and relevant information for applicants and prospective applicants
- assessing applicants and making offers
- making reasonable local adjustments aimed at ensuring that individual disabled applicants have full access to the admissions process in conjunction with the University's [Learning and Disability Policy](#) and in liaison with appropriate Student Support staff
- ensuring full compliance with this Admissions Policy and procedures including fairness and consistency.

6.13 All members of staff in the Admissions Team are given appropriate guidance in order to fulfil their roles competently and in line with the Policy. Structured guidance is given to programme areas from the University in light of any national or institutional changes to the Admissions Policy or procedures.

6.14 Ongoing information is given to all admissions staff from the University's Head of Student Recruitment and Admissions, who also ensures initial and refresher training is conducted for academic staff nominated to be part of the application process.

7 Information to applicants; commitment to fairness, consistency and transparency

7.1 The University website and printed publications, and the UCAS website where appropriate, provides clear information on the entry criteria. The University publishes this Admissions Policy on its [website study page](#). Information provided is intended to give potential applicants specific information to help them make informed decisions about applications for programmes. Information available on this page and linked pages for applicants includes:

- entry requirements which include the details of what is required for entry, such as qualifications, grades, and application and offer-making process
- details of Open Days and other relevant events e.g. applicant experience days
- advice and guidance on accommodation, finance and support services
- programme specific guidance including information on the application and offer process, advice about what work could be shown, features of each programme and any particular skills and competences applicants need for the course of study
- information on programme tuition fees and any additional costs that may be incurred e.g. materials and trips
- a Welcome Pack, provided to new applicants
- Terms and Conditions for students (applicant journey page).

8 Entry Requirements

8.1 The entry requirement for each programme is reviewed annually by the Academic Board.

- for undergraduate programmes these are expressed as tariff points from the UCAS tariff guide, a satisfactory portfolio of work and any accompanying requirements (e.g. English GCSE at Grade C/Grade 4 or above, specified overall number of GCSE passes);
- for postgraduate programmes these are normally a minimum of a 2:2 honours degree.
- for Pre Degree students these are expressed in terms of overall numbers of GCSE passes at grade C/4 or above as well as achievement at grade C/4 or above in specific subjects where appropriate;
- in addition to these for the Foundation Diploma there are also minimum requirements for appropriate Level 3 qualifications.

8.2 The University entry requirements are provided in the University prospectus, on the University website and also on the UCAS website (as appropriate). The most up-to-date information will be found online.

8.3 AUP welcomes applications from mature applicants and believes that a mixture of backgrounds, ages and personalities enriches the student learning experience. We welcome applications from prospective students who offer a range of appropriate qualifications or experience; where applications are based on prior experience rather than standard qualifications, the previous study or work experience must be cognate with the programme under application. All applications are dealt with in accordance with published timescales and deadlines.

8.4 Higher education applicants will be expected to be able to show relevant practical work which demonstrates their ability and motivation, as well as achieving the relevant entry qualifications.

8.5 It should be noted that the [Augar review of post-18 education \(2019\)](#) under higher education [plans for reform](#) being considered by the Government recommended that, in the future, students who

lack a pass (Grade 4 or above) in English and Maths GCSEs (or equivalent), or two A-levels at grade E, may not qualify for a student loan in England. A consultation on these plans, which also included consideration for limiting the number of university places available in England, closed in May 2022. The outcome on this part of the Review is still awaited. This policy will be updated prior to the next annual review if any decisions are made that affect it.

9 Proficiency in English Language

9.1 Teaching and assessment will take place in English, therefore applicants must be proficient in the use of English both in writing and speech. Applicants for whom English is not their first language will be required to demonstrate their proficiency in written and spoken English in order to gain entry to Arts University Plymouth.

9.2 Any offer made will include the condition of successful completion of an English proficiency test to a required minimum threshold stated in the published entry requirements. [Specific information for international applicants](#) is provided on the University website including details of recognised English proficiency qualifications.

10 Processing Applications

10.1 In order to ensure consistency and fairness, the general principles and procedures set out below must be followed by all staff involved in the admissions process.

10.2 Each application will be treated individually and a range of criteria from the application form will be taken into account to identify the applicant's ability to meet the demands of the course. This may include but is not limited to:

- past academic performance
 - previous institution
 - school/college/employer reference
 - predicted qualifications/grades
 - commitment, motivation and potential
 - relevant experience
 - match between applicants and course
 - examples of current work and areas of interest
-
- Undergraduate

10.3 Full-time undergraduate applications made through UCAS are acknowledged via UCAS. All direct applications to the University including postgraduate and pre degree are acknowledged automatically.

10.4 Whilst there will be no requirement for formal interviews for undergraduate or postgraduate applicants, HE applicants (including all those for practical creative subjects) will be asked to provide examples of their existing work through a portfolio submission either digitally or in-person that will be considered by academic staff as part of the offer-making process.

10.5 For HE applicants, based on individual consideration of the application and portfolio where required, applicants may be made an offer directly and/or invited for a discussion with academic staff, either at the University, a remote location or via an appropriate online platform. The discussion will be based around the applicant's work, academic interests and motivations. Applicants who are made a conditional offer will always be encouraged to have a discussion with a member of academic staff around their interests and motivations, expectations of study etc.

- Pre Degree

10.6 Offers made to Pre Degree applicants will include a requirement to attend an interview with academic staff as part of accompanying conditions to the offer, for to discuss their interests and experience, with examples of work included wherever possible.

10.7 All decisions are processed on the University's Student Records System (MyData / SoMIS).

11 Criteria for assessing applicants

11.1 Applicants will initially be assessed on their application form, including predicted or achieved tariff/qualifications and, where required, their portfolio (HE) or examples of work (Pre Degree).

11.2 Undergraduate and postgraduate applicants invited for discussion will be advised in advance of the details of the process, including available support and what will happen next. All applicants will usually receive written notification of the outcome within 5 working days following the discussion.

11.3 Academic staff are required to use the criteria set by the University in deciding whether an offer can be made following this discussion. The University has an Application Process Guide which is required to be used by all staff as a reference for conducting these discussions. An online record will be used by all staff to ensure parity and consistency. This will be held on the University's student record system, and will be used as the basis of any feedback provided to the applicant.

11.4 Normally, the University does not require applicants to undergo additional tasks before making an offer. However, staff may set an additional task, subject to explaining to applicants clearly why and how this will be used in assessing the candidate. It is likely that such tasks will normally only be used for non-standard entry applicants, to ensure that they have sufficient skills to enable them to succeed on their chosen course.

11.5 Applicants must be able to demonstrate the necessary English Language proficiency level to succeed on their chosen programme or course of study.

11.6 The Personal Statement and Reference provide important supplementary indications of ability, motivation and potential, as well as potentially relevant information about personal circumstances. They are read carefully and taken into account in reaching a decision. Criteria for assessing the Personal Statement may include, for example:

- level of interest in and commitment to the subject
- evidence of clear thinking and understanding
- appropriateness of the course in relation to the candidate's declared interests and career aspirations
- non-academic achievement or extra-curricular interests that indicate the likely contribution a candidate will make to the life of the University.

11.7 All applicants are encouraged to declare any disability that they may have in their application, and provide any further relevant information relating to their disability, in particular concerning whether additional facilities or support are likely to be required during the course of their studies, or throughout the application process. This could be included in the application, or through direct contact with Student Support services within the University. Awareness of a disability prior to the course starting is extremely advantageous in that support preparations can begin before the student enrolls. The [Student Support](#) page on our website provides more information on reasonable adjustments and the Disabled Student Allowance (DSA) (for HE students).

11.8 In exceptional circumstances, after the academic decision has been made, an offer may be withdrawn when an applicant discloses a disability and the University is unable to implement the specific adjustments reasonably needed for them to complete their course or there are overriding health and safety concerns.

11.9 Late or non-disclosure may impact on the University's ability to implement the reasonable adjustments required for individual cases and where this occurs, we reserve the right to withdraw or defer any offer.

11.10 Allowance shall be made for any applicant with verified exceptional circumstances or who has faced difficult challenges, where these are made known to the University (e.g. illness, death of a parent, poverty, disrupted education, refugee status, care experienced / care leaver, estranged from immediate family). Academic staff may decide to offer a place to an applicant whose academic performance appears to have been affected by such circumstances and who might otherwise have been expected to do better. The applicant would be recommended to contact Student Support prior to enrolling.

11.11 The application process is consistent with the University's policy on equality, diversity and inclusion. Applicants are not discriminated against on the grounds of race / religion / ethnic background, gender reassignment, marital status, sexual orientation, disability or age. Questions related to these protected characteristics will not be posed.

11.12 No condition of entry shall be imposed which members of a particular group are less likely to be able to satisfy than other applicants not of that group, unless such a condition is justifiable on academic grounds.

11.13 Consideration of applications from students who declare a disability is based on the same criteria and principles as for other applicants; any information provided or known regarding an applicant's disability is not used in the academic decision making process.

11.14 Applications from mature and other students who have non-standard qualifications or who wish for work or life experience to be taken into account as part of their application will be considered on an individual basis.

11.15 Feedback from applicants is sought at certain points throughout the application process, with the opportunity to ask any further questions also provided. This feedback is monitored closely by the Head of Student Recruitment and Admissions.

12 Criminal convictions

12.1 UCAS does not require applicants to declare criminal convictions with its aim being to ensure higher education is open to all. Likewise, the University does not wish to create unnecessary barriers for individuals with criminal records from taking advantage of the opportunities provided by higher education and will not ask students to declare any spent convictions. The same principle is applied to further education (Pre Degree).

12.2 However, the University has a duty to ensure that it provides a safe environment for its staff, students and other stakeholders, while being able to provide appropriate guidance and support for anyone with a criminal conviction or who is involved in ongoing criminal proceedings.

12.3 Therefore, potential students who have an **unspent conviction** or **ongoing or pending criminal proceeding** that could result in a **relevant** criminal conviction¹, or who are currently subject to a **Sexual Harm Prevention Order** will be asked to disclose this as part of the enrolment and registration process. The University will make a decision on whether to proceed with registration and if so on how best to support the prospective student, or whether it may be

¹ Relevant criminal convictions are only those convictions for offences against the person, whether of a violent or sexual nature, and convictions for offences involving unlawfully supplying controlled drugs or substances where the conviction concerns commercial drug dealing or trafficking.

more appropriate for the applicant's place to be deferred until after any criminal proceedings or orders are complete.

12.4 Therefore, any potential students with ongoing proceedings, unspent convictions for a relevant offence or who are currently subject to a Sexual Harm Prevention Order **must** advise the Admissions Office before enrolment who will pass the information onto the relevant staff members. Disclosure of any convictions/proceedings will be dealt with in strict confidence and on a need-to-know basis. Failure to disclose this information may result in disciplinary action being taken against the student if discovered or disclosed at a later date, with the potential for suspension or permanent exclusion.

12.5 The [Guidance for Applicants with Unspent convictions](#) provides more information.

13 Offers - Conditional, Unconditional and Contextual

- **Conditional offers**

13.1 A conditional offer means that Arts University Plymouth will offer an applicant a place providing certain conditions are met before enrolment on the programme. Usually conditions are based on the completion of outstanding qualifications. Conditional offers may state the grades that must be achieved and/or specific grades in named subjects and may also be based on tariff points or a further task. Conditional offers will be in line with published entry requirements and will not be higher than the standard offer.

13.2 Each offer is specific to the applicant's individual qualifications and circumstances. The University reserves the right to refuse admission to applicants who do not meet the terms of their conditional offer.

- **Offer process**

13.3 The Admissions Office team will process all applications as quickly as possible, aiming to provide a decision within **ten days** after receiving the applicant's portfolio. For decisions based purely on the application a decision will usually be made within five working days when possible. Decisions for UCAS applicants are sent electronically to UCAS and can be seen on UCAS Track. Other applicants will be contacted by email with their decision.

13.4 An offer letter is then sent (electronically or by post) from the Admissions Office to the applicant. This letter states whether the candidate has been successful (or not), and if so whether the offer is unconditional or conditional, together with the conditions of the offer if the latter. Details of the programme / course, start and end date are included, as are the University terms and conditions for students.

13.5 The applicant will need to choose whether to accept or decline the offer, either through UCAS if the application has been made through UCAS, or via communication with the Admissions Office where UCAS is not applicable.

13.6 Applicants who narrowly miss meeting the academic requirements in their conditional offer may be accepted at Confirmation subject to review of records, work, achievements, any extenuating circumstances as well as availability of places on the course or programme.

- **Unconditional offers**

13.7 An unconditional offer means that an applicant has been accepted onto the programme at the University without having to fulfil any further conditions of entry. It is reserved only for those candidates who either meet all requirements including prior academic qualifications or are currently studying the requisite qualifications and demonstrate exceptional abilities through examples of their current work (including for example videos, drawings, paintings, photographic pictures, audio recordings); this is a key part of the assessment of candidates undertaken by a University subject tutor. For such exceptional candidates for undergraduate study, the decision should also reflect good past academic achievement and high predicted grades, articulate and comprehensive personal statement, strong supporting reference, and impressive performance in discussion around academic inspiration and interests.

13.8 Applicants who have not communicated with the University about their application or offer may be considered to be rejected or declined by default. Every effort will be made to contact the applicant before this happens, and in most cases, should the applicant wish to resume the application, arrangements can be made to do so.

- **Contextual offers**

13.9 Contextual offers are supported by UCAS. They state that when universities consider a student's achievements, it helps them to know if any particular circumstances or challenges have been faced that may have impacted their education or results. By looking at those achievements 'in context', their usual offer can be adjusted to provide a fair chance to access a chosen course.

13.10 The University is committed to fair access and widening participation and ~~aims to recruit~~ invites students from all backgrounds so we can inspire and support them to succeed. We believe that a student community reflecting our society will benefit everyone.

13.11 It is recognised that some students may have experienced challenges that impacted on predicted grades and we will therefore consider any relevant information disclosed to ensure equality of opportunity.

13.12 Therefore, Arts University Plymouth makes contextual offers. These may include:

- a reduced offer – typically a reduced UCAS score (a grade or two lower than stated in the course entry requirements)
- an offer of a place on a course with a foundation year, such as our Extended BA
- a guaranteed interview
- an unconditional offer
- a course with additional support in place to help you reach your full potential
- giving your application extra consideration when making you an offer

13.13 As part of our commitment to fair access, we will use a wide range of information to form a complete view of an applicant's potential. We also recognise not every applicant has access to the same educational opportunities and that social or socio-economic factors can influence an applicant's ability to succeed in their prior learning.

13.14 The University will only make achievable offers. If an applicant is successful during the selection process the offer will be tailored to the applicants' qualifications being studied and predicted grades.

14 Requests for Deferral or Withdrawal

14.1 Any applicant wishing to request deferral of entry to the following year should indicate this on their application form or submit a request directly to the Admissions Office as soon as possible after submitting an application. Requests for deferral after an offer has been made will be considered. Applicants should contact the Admissions Office at admissions@aup.ac.uk.

14.2 Applicants who wish to withdraw after an offer has been made must contact admissions@aup.ac.uk. An application may be withdrawn either by the applicant or by the University. In most cases if the University withdraws an undergraduate application the reason will be displayed on UCAS Track. An applicant may be withdrawn if they persistently fail to engage with requests for further information without making contact with the University.

15 Re-admission of students

15.1 Applications from the following will be referred to the Academic Registrar for approval, who will consult where relevant with the Head of Finance:

- students whose previous studies were terminated by the University
- students who have previously withdrawn from the University and are seeking readmission to the same programme
- students who have an outstanding debt to the University.

16 Responsibility of applicants

16.1 It is the responsibility of applicants to provide full and accurate information in an application and to notify the University of any changes or corrections to original details. The University will follow UCAS procedures regarding any fraudulent statements and omissions, and if such cases arise reserves the right to dismiss an application, withdraw an offer of a place, or revoke registration.

16.2 The UCAS Similarity Detection Service processes all personal statements received in support of applications to Higher Education through UCAS.

17 HE applicants under 18 years of age

17.1 While most Pre Degree students are under 18 years of age and the Palace Court campus is set up with the necessary safeguarding protocols in place, it is slightly different for those HE students who are under 18 when enrolling and who will be based at the Tavistock Place campus.

17.2 On rare occasions the University admits undergraduate students who are under the age of 18 years. In most cases this will be a very temporary situation, as the student will be approaching their 18th birthday. The HE campus is an adult environment and treats all its students as independent, mature individuals and students who are under the age of 18 years will be treated in the same way.

17.3 The usual personal and academic support arrangements will apply to students who are under 18 years. The University acknowledges that anyone under the age of 18 living in England is legally a child and that some legal restrictions will apply e.g. prohibition on the consumption of alcohol on licensed premises and the sale/supply of videos with a British Board of Film Classification of 18 years of age. The University is not able to take on the usual rights, responsibilities and authority that parents have in relation to a child, and it will not act *in loco parentis* in relation to students who are under the age of 18 years.

17.4 Further details are included in our [Arrangements for HE Students under the age of 18](#).

18 Feedback requests

18.1 Should an applicant require feedback, this will be provided upon receipt of a written, signed request to the Admissions Manager. The feedback will be based on information held on the applicant. Brief feedback regarding unsuccessful UCAS applications is given on UCAS Track for undergraduate applicants to view.

18.2 Any concerns that the University's admissions principles and procedures have been incorrectly implemented should be addressed, in the first instance, to the Head of Student Recruitment and Admissions.

19 Complaints and Appeals

19.1 An applicant may appeal an **admission decision** made by the University when:

- the applicant believes the University has not followed its Admissions Policy and procedures
- the applicant has further relevant information in support of their application that was not provided during the original application process, and there were valid reasons why this information was not provided.

There is no right of appeal against an admission decision concerning matters of academic judgement regarding an applicant's suitability to study a programme.

19.2 Applicants wishing to appeal should contact the Head of Student Recruitment and Admissions as soon as possible and at the latest within **one month** of receipt of the original decision either by post (University address) or email admissions@aup.ac.uk setting out the grounds for their appeal.

19.3 Appeals will be acknowledged within 5 working days and a formal response will be made by the investigating officer, normally within 20 working days. The outcome of the appeal will be one of the following:

- to reject the appeal and uphold the original decision,
- to uphold the appeal and amend the decision, or
- to uphold the appeal and invite the applicant to a discussion.

19.4 Any complaints with regard to the University's **admissions process** (not the decision) should be directed to the Head of Student Recruitment & Admissions to be dealt with. If they are unable to resolve themselves they will inform the Head of Compliance & Quality Systems who manages student complaints. As the complainant will not be a student any complaint will be dealt with as if from a member of the public (see [Complaint Guidance for Members of the Public](#)) and therefore it should be noted that there will be no option to refer any complaint decision to the Office of the Independent Adjudicator (OIA) who will only review complaints raised by enrolled students.

20 UCAS Extra

20.1 UCAS Extra runs from late February until early July and gives applicants for undergraduate programmes who are holding no offers a further opportunity to make an additional application. The University will declare to UCAS the programme for which they will accept Extra applications and these will be posted on the UCAS website at www.ucas.ac.uk.

21 Clearing and Adjustment

21.1 The UCAS clearing scheme offers a final opportunity to applicants for undergraduate programmes who have not secured a place by early August. The UCAS website contains further information on eligibility to enter the clearing process.

21.2 Each year some applicants pass exams with better results than expected. The Adjustment process is for applicants who meet and exceed the conditions of their firm choice. It provides an opportunity for them to reconsider where and what to study. The UCAS website contains further information on the Adjustment period.

22 Confirmation

22.1 Confirmation is the name given to the period in August each year when the University receives A-level and other UK qualifications results for any applicants who have accepted conditional offers. On the basis of these results, applicants who achieve the grades required by their conditional offer, academic and non-academic, have their place confirmed. Applications from those applicants who have not met the conditions of offer may be reviewed and their places may be confirmed, based on the application and previous discussions, and any extenuating circumstances.

23 Data Protection

23.1 The University operates in full compliance with the Data Protection Act / UK GDPR. All applicants' details are handled and stored securely in electronic form within the University. Any enquiries are retained for no longer than two years.

23.2 Once a student is enrolled, limited personal data (name, programme and results/grades are retained securely for six years after last contact, usually graduation). The University will only share information with third parties where consent is provided to do so, or where it is necessary for us to help safeguard the health and safety of the applicant, or the health and safety of others, in accordance with the [Data Protection Policy](#) and relevant Privacy Statements.

24 Changes to Courses

24.1 Should there be any significant changes to a programme between opening for applications and enrolment, applicants are notified of this as soon as possible by the Recruitment and Admissions team between the time the offer is made and enrolment.

25 Incoming Exchange Students

25.1 With the UK no longer being a member of the European Union (EU) there is no opportunity for students to come to the University under the Erasmus + programme.

25.2 Students on any direct exchange placement will be nominated by the partner institution with a signed bi-lateral learning agreement.

26 Communications

26.1 The University will send regular updates to enquirers and applicants with relevant information. These will generally be emails from the Recruitment and Admissions team, and may contain information on forthcoming events e.g. Open Days and key points in the application cycle e.g. UCAS deadlines, Student Finance England deadlines, as well as information designed to support potential students e.g. advice the admission process and starting the course.

26.2 Receipt of this information is optional, but applicants should be aware that they will still receive communications about the status of their application. The University may also send general updates about the application cycle to parents who have opted in to receive these communications through contact at events such as Open Days. These will not contain information about individual students.

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Previous review dates:	Sep 22, Sep 21, Sep 20, Sep 19, Sep 18, Sep 17, Sep 16, Aug 15, Aug 14, Aug 13
Next review date:	August / September 2024
Main amendments this version	<p>New QAA Quality Code and role in Quality & Standards (para 4)</p> <p>Update to criminal convictions (12.3 - 12.4)</p> <p>Update to complaints process (19.4)</p> <p>Minor changes to post titles etc.</p>
Related Statutes, Ordinances, & General Regulations	<ul style="list-style-type: none"> ● Access and Participation Plan ● Data Protection Act / UK GDPR ● OfS Conditions of Registration ● QAA Quality Code ● Student Protection Plan
Related policies:	<ul style="list-style-type: none"> ● Data Protection Policy ● Equality, Diversity & Inclusion Policy ● Learning and Disability Policy / SENCO Policy ● Student Debt Policy
Related procedures	<ul style="list-style-type: none"> ● Complaints Procedures for Students ● Procedure for Suspending or Withdrawing HE Programmes ● Procedure for Suspending or Withdrawing Pre Degree Programmes
Related information:	<ul style="list-style-type: none"> ● UCAS guidelines and good practice resources ● OfS guidance ● Privacy Statements
Policy owner and Lead contacts:	<p>Head of Student Recruitment and Admissions</p> <p>Email: sallen@aup.ac.uk / jwright@aup.ac.uk plus input from other Heads</p>