Admissions Policy

November 2011

Approved by Academic Standards & Quality Committee
This Admissions Policy was created in the Summer of 2011 and approved by Academic Standards & Quality Committee (ASQC) in October 2011. Upon approval by ASQC, the Policy came into effect immediately. This version of the Policy is an update following recent changes to process for selection of international applicants.

It is the official Admissions Policy for UCF and the information it contains is correct, up to date, and has precedence over any conflicting versions or extracts of the Policy that may be found elsewhere.
Mission

Our Admissions operation manages applications to all of University College Falmouth’s (UCF) awards, helping applicants through the process and assisting our Schools of Study in the selection of students.

We have a two-pronged mission: to ensure that all applicants know what they need to do to give themselves the best possible opportunity to study at UCF; and to ensure that our academic colleagues have the information they need to make offers to the best possible applicants.

With our assistance, we aim to ensure that places are offered to, and accepted by, high quality applicants who will enjoy their time here and benefit from the opportunities UCF offers during their degree and once they graduate.

We are committed to ensuring that our Admissions Process is transparent and fair, and adheres to all regulations and guidelines, such as the Supporting Professionalism in Admissions (SPA) Good Practice: Admissions Policies.

We seek to fairly select on the basis of merit and actively promote equality of opportunity to applicants from as diverse a range of potential students as possible. As a global institution, UCF welcomes applications from all countries and our Admissions Policy is designed to ensure that international students apply and are selected on an equal basis to UK students.

Scope of Policy

This Policy relates to applications for places on all of Falmouth’s Foundation, Undergraduate and Postgraduate awards (teaching and research). It sets out clearly and concisely UCF’s policies, processes and procedures in relation to applications and the selection of students.

The full draft of the Policy is available to applicants and staff involved in Admissions work at www.falmouth.ac.uk/apply. We have also created web pages which set out the application process in simple steps, with Frequently Asked Questions and a Glossary of Terms. These will be available by November 2011, via the How to Apply page of our website – www.falmouth.ac.uk/apply

In some aspects of the Admissions Policy, it has been possible to create a common approach. Our culture, our professional service, the transparency and equality of our recruitment process and many other elements of the Policy will be exactly the same in all awards and at all levels. The Policy clearly articulates what standards applicants can expect from us and what we expect of ourselves.

We have also acknowledged that some aspects of the recruitment process must vary between departments and even between awards. Primarily the differences arise in the selection and pre-selection process. As a creative arts institution, we typically ask for evidence of excellence over and above examination grades, and the evidence we require will vary across the institution. This Policy attempts to deal with our differences as well as our similarities, as far as it is possible to do so.

1 In this document, the term ‘international students’ refers to applicants from outside the EU.
This Admissions policy has been constructed in alignment with the QAA’s Code of Practice (Section 10: Recruitment and Admissions).

The underlying purpose of our Admissions Policy is to promote UCF’s view that applications are welcomed from students with the relevant academic potential, who can help us to achieve our ambition of becoming one of the world’s leading creative arts institutions. UCF recognises the importance of admitting applicants to an award suited to their ability and aspirations. The selection process therefore takes account of all aspects of an application and not just an applicant's academic profile.

Applications for admission to all awards are considered without regard to any inappropriate distinction e.g. ethnicity or national origin, nationality, disability, sexual orientation, gender, religious or political beliefs, marital status, age or socio-economic background.

UCF believes a diverse student population is important from an educational and social perspective; enhancing the educational experience for all.

**Responsibility for Policy**

The Policy is the responsibility of the Director of Marketing & External Affairs under-pinned by agreement at UCF’s Academic Board. Academic Standards & Quality Committee is responsible for approving this and future iterations of the Admissions Policy.

**Further information**

Applicants are advised that further information can be obtained from a variety of sources including:

- UCF’s website: [www.falmouth.ac.uk](http://www.falmouth.ac.uk)
- The Admissions Office via +44 1326 213730 or [admissions@falmouth.ac.uk](mailto:admissions@falmouth.ac.uk)
- The Bursary Adviser via +44 1326 213744 or [bursaries@falmouth.ac.uk](mailto:bursaries@falmouth.ac.uk)
- The International Office via +44 1326 254259 or [international@falmouth.ac.uk](mailto:international@falmouth.ac.uk)
- UCF’s prospectus via [prospectus@falmouth.ac.uk](mailto:prospectus@falmouth.ac.uk) or [your.falmouth.ac.uk](http://your.falmouth.ac.uk)

We can also be contacted by post at:

University College Falmouth
Woodlane
Falmouth
Cornwall
TR11 4RH

UCAS who deal with all full time undergraduate applications

UCAS +44 (0) 870 1122211 or [www.ucas.ac.uk](http://www.ucas.ac.uk)

The Department for Education who provide information about all stages of education including advice on funding matters

Department for Education 0870 000 2288 or [www.dfe.gov.uk](http://www.dfe.gov.uk)
Contents

1.1 National Legislation
1.2 National Regulation
1.3 General Regulations for Students
2.1 Monitoring and Review of Policies and Procedures
2.2 Interaction between Applicants and UCF
2.3 Services for Potential Applicants
3.1 Principles of the Selection Process
3.2 Suitability for Entry
3.3 Entry Requirements
3.4 Application forms and deadlines
3.5 Late applications
3.6 Deferred applications
3.7 Re-applications to awards
3.8 Pre-selection criteria
3.9 Interviews
3.10 Admissions criteria
4.1 The Admissions Office
4.2 Advice & Guidance
4.3 The International Office
4.4 Assessment of tuition fees
4.5 Disabled applicants
4.6 Mature applicants
5 Procedures for successful and unsuccessful applicants
5.1 Decisions
5.2 Accepting an offer
5.3 Accommodation
5.4 Fraudulent applications
6.1 Application data
6.2 Feedback to unsuccessful applicants
6.3 Appeals
6.4 Complaints
6.5 Discontinuation of awards
1.1 National Legislation

Admissions policies and practices within the Higher Education sector must comply with relevant legislation including:

- Equality Act 2010
- Race Relations Amendment Act 2000 (supersedes 1976)\(^2\)
- Special Educational Needs and Disability Act 2001\(^3\)
- Disability Discrimination Act 1995\(^4\)
- Sex Discrimination Act 1975\(^5\)
- Employment Equality (Religion or Belief\(^6\), Sexual Orientation\(^7\)) Regulations 2003
- Human Rights Act 1998\(^8\)
- Data Protection Act 1998\(^9\)
- Freedom of Information Act 2000\(^10\)
- Age Discrimination Act 2007

1.2 National Regulation

UCF’s admissions practices are consistent with the Quality Assurance Agency Code of Practice for Recruitment and Admissions. UCF has also taken into account the findings of the national Review of Admissions to Higher Education (2004), otherwise known as the “Schwartz Review”.

1.3 General Regulations for Students

This Policy operates within the context of UCF’s General Regulations for Students, Section 2.1 which is reproduced below:

All potential students must satisfy entrance and any other specified requirements for the award to which they wish to be admitted and produce certificates and/or evidence as verification. The discovery of any false statements or omissions may lead to an offer of entry to UCF being withdrawn or, in the case of students already enrolled, to their being required to withdraw. Students will also be required to produce legal proof of identity. Acceptable documents include: birth certificate, adoption certificate, passport, driving licence, change of name by deed poll, marriage certificate. Please note, a woman who is married and is then divorced would legally be known under her married name unless she has decided to revert to her maiden name, which she is entitled to do as part of the decree absolute. Children who have informally assumed a step parents surname would legally be known under their birth name, unless they have legally changed their name by deed poll.

\(^7\) [http://www.opsi.gov.uk/si/si2003/20031661.htm](http://www.opsi.gov.uk/si/si2003/20031661.htm)
2.1 Monitoring and review of policy and procedures
UCF monitors and reviews its admissions policies and procedures on an annual basis in order to:

- encompass new and changing legislation
- take new and changing entry qualifications into account
- acknowledge new modes of study
- reflect ‘good practice’ within the HE sector
- fulfil UCF’s strategic aims and objectives

2.1.1 The Admissions Policy Working Group will meet every year in the second half of September to review the Policy. The Group will seek to implement all changes by June of the following year and publish an update to the Policy in time for the start of the next recruitment cycle (typically late September). The Group may also meet on an ad hoc basis to address changes relating to any of the above criteria.

2.1.2 The conduits through which this monitoring takes place include UCF’s Academic Board, Equality & Diversity Committee, Annual Strategic Reviews supplied by programme teams and Widening Participation Performance Indicators.

2.2 Interaction between UCF and applicants

2.2.1 How will we act?
We will act professionally and in a timely fashion throughout the application process. Our Admissions Policy aims to be transparent and fair, and this will be reflected in our approach.

2.2.2 Who will be involved?

2.2.2.1 Once an applicant has submitted their application they will be allocated an Admissions Administrator who will become their first point of contact for all enquiries regarding their application until they either enrol, withdraw or are deemed unsuccessful by us. Although Admissions Administrators do not make academic decisions, any queries arising from an academic decision should still be routed through the allocated Admissions Administrator. We have a dedicated International Admissions Administrator who is trained in matters that are important to international applicants, including visa issues.

2.2.2.2 At least one member of academic staff will be responsible for academic decisions on each award. This person may be an Award Leader or a nominated representative. In situations such as Clearing, interviews may be conducted by a Head of Department or other colleague to expedite a prompt decision. Decisions on international applicants will be made by Heads of Department.

2.2.2.3 An Undergraduate applicant may have contact with UCAS at various stages of their application. UCAS are as committed as we are to ensuring that applicants are treated with the respect they deserve but UCF cannot be held accountable for any unsatisfactory interaction an applicant has with a third party.

11 Membership of the Admissions Policy Working Group is comprised of: Head of Marketing (Chair), Admissions Team Leader, Head of Registry, Head of Design, Head of Media, Widening Participation Manager, Equality & Diversity Manager, International Manager, UK Recruitment Manager
2.2.2.4 An applicant can nominate a representative to act on their behalf in this process, either through the UCAS form or in writing to the Admissions Office. We are unable to discuss an application with anyone other than the applicant themselves, unless they have been formally nominated in the way described here.

2.2.2.5 We may need to share an application with other members of the UCF staff. Examples may include: the Accessibility team; Finance; ASK Academic Skills team.

2.2.2.6 We would routinely take up an applicant’s reference by speaking to their academic tutor or employer referee.

2.3 What do we do?

There are a number of points in the Admissions process at which we would expect to interact with an applicant. These are listed below:

- Initial enquiry e.g. phone call, email
- Written communications at each stage of the application process
- Request for pre-interview material or information
- Interview
- Communication of academic decision
- Feedback upon request
- Welcome information

2.4 Response times

2.4.1 We will aim to acknowledge receipt of initial applications within the following response times:

- Foundation – 3 working days
- Undergraduate – 3 working days
- Postgraduate – 5 working days
- International – within 24 hours of receipt of application

2.4.2 Although we aim to make academic decisions as quickly and efficiently as possible, there may be exceptional circumstances and we will contact applicants on such occasions to keep them informed of the status of their application.

2.5 Services for potential applicants

2.5.1 We will be clear about the services we provide at all stages of the application process. We will have readily available information that covers the following:

- Criteria for entry
- Application processes
- Accessibility support
- Pastoral support for students
- Financial support for students
- Prior qualifications of previously successful applicants (from 2013 entry)
- Key Information Sets (from 2013 entry)

2.5.2 We recognise the importance of providing accurate and appropriate pre-entry information and support to prospective students so that they can make an informed decision about whether to apply to UCF.

We aim to ensure that the information contained in our marketing materials is as accurate as possible, and is available to applicants at the outset of the decision-making process. Occasionally details do unavoidably change between publication and start date, and we encourage applicants to refer to our website to ensure they have the most up to date award details. For information on discontinuation of awards, see Section 6.5.

2.5.3 For 2013 entry onwards, we will publish our Key Information Sets which will enable our awards to be directly compared to similar awards at other institutions. We will be transparent about what a student can expect as part of their tuition fees, and we will be open about any additional costs that may be incurred during any of our awards of study.

2.5.4 Potential applicants will also be able to visit our campus to find out at first-hand about life at UCF, through our Open Days and Campus Tours.

2.5.5 We are committed to ensuring fairness, consistency and equality of opportunity for all. Marketing materials will be designed to be accessible both online and in print. Although we do not, as standard, produce our major documents in alternative formats, we would make every reasonable effort to do so upon request. Contact diversity@falmouth.ac.uk

2.5.6 We will be clear about what to expect if you gain a place e.g. www.falmouth.ac.uk/newstudents, what to expect if you become a student http://www.falmouth.ac.uk/140/student-life-6.html, and what to expect if you graduate from the award (individual award pages).

2.5.7 Useful contacts and resources available to applicants include:

The UCF website www.falmouth.ac.uk

Our Undergraduate prospectus and Postgraduate study guide which can be ordered via our website or by emailing prospectus@falmouth.ac.uk

The Admissions Office is available by telephone on +44 (0) 1326 213730 or by email at admissions@falmouth.ac.uk

The International Office is available by telephone on +44 (0) 1326 254259 or by email at international@falmouth.ac.uk

The Accommodation Office is available by telephone on +44 (0) 1326 253639 or by email at accommodation@tremoughservices.com

The Accessibility Manager is available by telephone on +44 (0) 1326 370443 or by email at accessibility@falmouth.ac.uk
Applicants can talk to other applicants, students and student mentors on our interactive forum at www.falmouth.ac.uk/helpme or can email the service at helpme@falmouth.ac.uk

Our Bursaries Adviser will offer advice on bursaries that may be available and other funding sources, by telephone on +44 (0) 1326 213744 or by email at bursaries@falmouth.ac.uk

3.1 Principles of the selection process

3.1.1 Due to our status as a specialist creative arts institution, UCF’s selection process is different to that of most full-scale, multi-faculty universities. Whilst we take A levels into account, we also consider a range of other relevant criteria, because we acknowledge that academic achievement is not necessarily the best measure of creative ability. We are proud of our policy of recognising a wide range of qualifications. Applicants reach us from a variety of routes and it is important that they all have a fair and equal chance to come to UCF.

3.1.2 For most of our subjects, our selection process involves some assessment of creative ability. This may include, but is not limited to, submission of a portfolio, an audition, a pre-selection project or examples of written work such as an essay. We typically ask candidates to attend an interview where they present a portfolio of work, because it is the best way for us to understand their creative thinking and assess whether they would be able to thrive on their chosen award.

3.1.3 As befits a creative arts institution, selection decisions rest on the academic judgement of the interviewers about the creative ability of the candidate, and are based on a set of pre-determined criteria. All interviewers are academics or practitioners and are highly knowledgeable in their field. They are exceptionally well placed to judge a candidate’s creative ability and their decision is final in all cases.

3.1.4 We believe that there is a clear benefit to our selection process for both UCF and the candidate. All of our awards encourage our students to push themselves creatively, and we need to be sure that any successful applicant would be able to withstand the rigours of the award and to thrive in that situation. It is in UCF’s best interest to select students with the right creative ability and determination to succeed so that we can maintain academic standards and avoid a situation where students do not complete the award because they are unable to cope with the nature of the work.

3.1.5 International applicants are subject to the same rigorous selection process as Home/EU candidates. We do not generally expect overseas applicants to attend an interview at Falmouth in person, but we will conduct telephone or Skype interviews and ask them to submit relevant creative material electronically.

3.1.6 Most of our awards are extremely competitive and it may be that strong candidates are not successful in their application. If an academic decision-maker feels that an applicant would be well suited to one of our other awards, they may pass the applicant’s details on to a colleague who would decide whether or not to offer the applicant a place. If one is offered, the applicant is under no obligation to accept it.
3.1.7 No student will be subjected to less favourable treatment on grounds of race, ethnic or national origins, colour, gender, gender reassignment, economic situation, sexual orientation, parental status, marital status, disability, religion, creed, political belief or for any other reason.

3.1.8 There is no upper age limit for students and since the introduction of the Age Discrimination Act there is now no lower age limit for students entering Higher Education, however the recognised entry requirements for suitable candidates to UCF’s awards are unlikely to be achieved by most candidates below the age of 17.

If a student is under the age of 18 upon joining UCF, we will send them a form of consent which will need to be signed by their parent or guardian. In the case of emergencies, a member of UCF may need to act ‘in loco parentis’ and this is a requirement of an offer being made to someone under 18. In processing an application, UCF does liaise with third parties such as UCAS and Student Finance England, and while Under 18s do have the right not to have their details passed on to third parties, under the Data Protection Act, it is important to note that it is an essential part of the admissions process.

3.1.9 In line with the Equality Act, UCF produces annual monitoring statistics in relation to the Admissions process for both ethnicity and disability in order to monitor these aspects of the Admissions process.

3.1.10 While we take every effort to ensure that information shared between UCF and our applicants is not passed on to unauthorised third parties, in processing applications we do need to share applicant data with a small number of other organisations, including UCAS and Student Finance England. We will endeavour to ensure that information is transmitted safely and securely at all times. We will inform applicants when their data is being passed to a third party, or of any other proposed use of their personal information.

3.2 Suitability for entry

3.2.1 UCF offers taught degrees across a range of different levels, including Foundation, Undergraduate, Postgraduate, unaccredited short courses and Continuing Professional Development as well as research degrees. Entry requirements differ according to the academic level of the award however we do consider a wide range of qualifications, skills and qualities in making our selection decisions. An applicant’s ability to do well on their chosen award is of paramount importance to us.

3.2.2 The onus is on the applicant to prove their suitability for entry through evidence such as experience, qualifications and work submitted as part of their application. We also expect them to demonstrate their ability to succeed in, and their enthusiasm for, their chosen subject through the pre-interview and interview process.

3.2.3 In addition to the principles of the selection process, further elements govern whether a candidate can proceed to formal enrolment:

- UCF has received formal confirmation of entry qualifications.
- For the majority of full time undergraduate applicants this confirmation will be provided to UCF by UCAS.
- For those not studying qualifications supplied by UCAS, for mature undergraduate applicants who may have achieved their qualifications several years previously, for part-time applicants and all postgraduate applicants, the onus is on the applicant to provide proof in the form of copies of original qualification documents, verification of credits obtained for use via the APL procedure or the successful completion of an APEL application.

- The applicant has arranged financial means to pay any acceptance fees and tuition fees or to put in place an agreement for a third party to do so (e.g. Student Finance England, Career Development Loan, other external funding).

- There is no legislative barrier stopping the applicant from studying with us. There are a small number of exceptions to this, which include:
  - The applicant has already made an unsuccessful application to the same award in the same application cycle.
  - Students who have an outstanding debt to UCF.
  - International students who cannot obtain a visa.
  - The applicant has previously enrolled onto the same award and either failed to progress successfully or formally withdrew from their studies.

- The applicant is serving a custodial sentence of 4 weeks or more within the official term dates for their chosen award.

3.2.4 UCF has the right to undertake a criminal records check against anyone who states that they have a criminal conviction, though this does not automatically mean that we will not admit them to UCF.

### 3.3 Entry requirements

3.3.1 UCF recognises a wide variety of qualifications and/or relevant experience, and encourages applications from people of all ages, backgrounds and cultures, with a demonstrable interest in their subject.

3.3.2 Specific entry requirements for each award are published on our website. Please see below for general statements about entry requirements for each level.

3.3.3 Non-native speakers of English will need to provide evidence of their English language ability (see 3.3.7).

3.3.3.4 Mature applicants should follow the same application process as other applicants. See Section 3.4.

### 3.3.5.1 Entry requirements – Foundation Diploma

Successful applicants to this award will typically have:

- Five GCSEs graded A-C plus two A levels with at least one related to Art, Design or Media; or a National Diploma or IB qualifications in the same discipline
- Evidence of literacy
- A strong portfolio of art, design or media work, preferably including examples of observational and other sorts of drawing, and evidence of creative ability to develop ideas.
We also recognise prior relevant learning or experience, and welcome applicants with non-standard qualifications. We expect applicants to have creative ideas, communication skills and some first-hand knowledge of artists’ or designers’ work.

### 3.3.5.2 Entry requirements – Undergraduate awards

For undergraduate degrees, we would typically expect successful applicants to hold ‘Level 3’ qualifications (see below for examples). In addition, some awards have specific requirements which can be found on their web pages or in the Undergraduate prospectus.

UCF sometimes allows entry onto Year 2 or Year 3 of an Undergraduate degree. Typically we ask applicants to hold a Foundation Degree, a Higher National Diploma or other relevant and equivalent Level 5 qualifications evidenced through APL (see 3.3.6).

### 3.3.6 Examples of Level 3 Qualifications

- A levels (but not AS or A1 levels on their own)
- National Diploma
- Foundation Diploma
- 14-19 Advanced Diploma (must be in Creative & Media, Manufacturing & Product Design or Humanities & Social Sciences)
- International, French, European or Welsh Baccalaureate
- Scottish Highers
- Irish Leaving Certificate
- Access to HE Diploma
- Other appropriate qualifications evidenced through APL or APEL (see 3.3.6)

We may also accept other qualifications not listed here. For more detail on the National Qualifications Framework, visit [www.qaa.ac.uk](http://www.qaa.ac.uk)

### 3.3.7 Examples of international qualifications for Undergraduate entry

- International Baccalaureate
- Chinese Senior High School Diploma
- Gaokao – Chinese University Entrance examination
- Norwegian Vitnemal
- US High School Diploma
- Indian Year XII CBSE (Central Board of Secondary Education)
- Indian Certificate of Secondary Education
- Senior School Certificate (India)
- Indian School Certificate

The above list is not exhaustive. For more information on acceptable international qualifications, contact the International Office.
3.3.8 Entry requirements – Postgraduate taught awards

3.3.8.1 We would typically expect a successful applicant on a Postgraduate taught award to hold an honours degree, ideally at First or 2:1 level. A Postgraduate Diploma or an MA in another subject would also be suitable qualifications.

3.3.8.2 In exceptional circumstances, applicants who possess an HNC, HND, Diploma in Higher Education or a Foundation Degree may be admitted if they demonstrate outstanding research skills, practical ability and knowledge of their subject area. However, in our experience, students who have not completed the final year of an honours degree would find postgraduate study extremely difficult.

3.3.9 Entry requirements – Postgraduate research

3.3.9.1 Applicants for our research degrees must have a strong academic background (2:1 or higher, MA preferred) with a clear and compelling proposal in relation to UCF’s research themes and, where relevant, the development of the Cornish knowledge economy.

3.3.9.2 Due to the high academic level of research degrees, applicants are required to have an IELTS score of at least 7.0+ with a 7.0 in writing, or TOEFL scores of 600 (Paper) and 250 (Computer), and at least level 6 in the Test of Written English (TWE). The UK Border Agency requires IBT (internet based test) for the awarding of a visa.

3.3.10 Entry requirements – Continuing Professional Development

At the time of publication of this Admissions Policy, UCF has yet to agree a set of entry requirements for its Continuing Professional Development awards. This policy will be updated to reflect the criteria once they are available.

3.3.11 Entry requirements – Accreditation of Prior Learning (APL)

3.3.11.1 In addition, UCF offers entry through formal Accreditation of Prior Credited Learning (APCL). This is generally suited to applicants who have started an award elsewhere and wish to transfer into Falmouth on a similar award, bringing with them any credits they have accumulated at another learning institution. However, in line with HE sector practice, there is a two year shelf life within credit transfer for APCL purposes.

3.3.11.2 Candidates who do not possess formal standard entry qualifications, or who cannot provide evidence of prior academic achievement, may gain entry via UCF’s Accreditation of Prior Experiential Learning (APEL) procedure. This is the account taken of learning experiences gained through life, work or business that by their nature cannot be evidenced through formally assessed certification or transcripts. In line with the rest of the HE sector, this ‘experience’ is generally taken to be within the last five years and should equate to the learning outcomes of a first degree.

3.3.11.3 UCF’s APCL/APEL application forms and guidance notes are available online. Full details are available as indicated in Section 3.3.7.
3.3.12 Additional entry qualifications

- Applicants applying for advanced standing using credits already obtained also need to successfully complete our Accreditation of Prior Credited Learning application - Link to new APCL policy http://www.falmouth.ac.uk/201/courses-7/understanding-apl-and-apel-233/more-about-apl-and-apel-225.html

- Applicants without formal qualifications wanting to apply based on relevant experience also need to successfully complete our Accreditation of Prior Experiential Learning application - Link to new APEL policy http://www.falmouth.ac.uk/201/courses-7/understanding-apl-and-apel-233/more-about-apl-and-apel-225.html

- Students must provide evidence that their written and spoken English is at a level that will enable them to succeed in their studies.

  Applicants whose first language is not English and for whom the majority of their education has not been in English will need to demonstrate proficiency in English language by formal academic qualification. The minimum level of attainment required differs between the levels of study the student is applying for. Using the scale of the British Council IELTS Academic English Test, minimum requirements are;

  5.5 (Foundation Diploma in Art & Design)
  6.0 (Undergraduate)
  6.5 (Postgraduate)

These tests must have been taken no earlier than two years before entry to the University award applied for. We have approved and will accept a number of alternative qualifications to IELTS and have established equivalencies.

3.3.13 Progression agreements/Compact agreements

3.3.13.1 The purpose of UCF’s Progression Agreements is to promote and develop progression of students from targeted Schools and Colleges onto appropriate awards at UCF. Learners who have satisfactorily gained the appropriate qualification level, as detailed within their Schools/College or individual Learners Progression Agreement, will be automatically offered a place on the appropriate UCF Programme or Award. UCF, in partnership with the School/College, will undertake a full academic assessment of the suitability of the agreed progression routes. As such both partners will be confident that students achieving the expected level of entry qualifications will have the necessary potential to successfully complete an undergraduate degree at UCF.

3.3.13.2 UCF also has a number of Compact agreements with certain Schools and Colleges. Under a Compact agreement, UCF, through its UK Recruitment & Outreach team, may offer help and advice to students in a targeted School or College, to support them in their application to a degree award. The exact nature of our support will vary, but might typically include portfolio design, help with a personal statement, interview technique coaching or other similar activities. Students who complete all of the Compact advice sessions will be guaranteed an interview but will not be guaranteed a place on a UCF award.

3.3.13.3 More information on UCF’s progression and Compact agreements can be found in our Access Agreement.
3.3.14 Applicants who have spent time in care

We are proud to be a Buttle UK Quality Mark Institution. Applicants who declare they are care-leavers on their application form are eligible for a range of additional support measures throughout their student journey with UCF, including the admissions process. More details can be found in our Care Leavers Support Package [add hyperlink here when Support Package finalised].

The Buttle UK web address is here www.buttleuk.org.

Application forms and deadlines

3.4.1 Foundation Diploma

3.4.1.1 Home/EU applicants: An online application form accessed via the UCF website is in development to be launched ready for October 2011. Candidates in whom we are interested will be asked to submit a project and will be invited to interview.

3.4.1.2 International applicants: International applicants are not required to submit the project mentioned above

3.4.1.3 Deadlines:
Deadline for online form to be submitted: 5pm Fri 9 December 2011
Deadline for project to be submitted: 5pm Friday 6 January 2012
NB Part-time Foundation recruits every second year, as it takes two years to complete. Next intake for 2012, then 2014 and so on.

3.4.2 Undergraduate awards

3.4.2.1 All applicants must submit an online UCAS application form through UCAS Track

3.4.2.2 International applicants: We encourage international students to submit a pre-application to the International Office at UCF before applying through UCAS so that they can submit their unique international credentials for review. We assess their fee status and ensure they receive the extra support we offer to international students. There’s a PDF of this pre-application form online. A pre-application pack is available on request from the International Office.

3.4.2.3 Deadline: Sunday 15 January 2012

3.4.3 Postgraduate taught awards

3.4.3.1 Home/EU applicants are required to complete a direct application form available as a pdf to download from our website and send it to the Admissions Office.

3.4.3.2 International applicants should complete the same application form but send it to the International Office.
3.4.3.3 Deadline: no set deadline however we recommend that applications are submitted around Feb/March in the year of entry to maximise an applicant’s chances of places being available and to give them time to arrange their finances.

3.4.4 Postgraduate research degrees

Deadline: no set deadline however we recommend that applications are submitted around Feb/March in the year of entry to maximise an applicant’s chances of places being available and to give them time to arrange their finances.

3.4.5 Continuing Professional Development (CPD)

For our short Continuing Professional Development awards, details on how to apply will be given on the CPD website for each award once they are available.

3.5 Late applications

For Foundation and Undergraduate awards, where there are deadlines, the rules are as set out below. For all other levels of study, there are no official deadlines but we recommend that applicants apply early in the recruitment cycle to avoid disappointment.

3.5.1 Foundation Diploma

Due to volume of applications, we cannot consider late applications.

3.5.2 Undergraduate awards

3.5.2.1 We highly recommend that UCAS applications are made by the main deadline so that your application can be equally considered against those other on-time applications. Late applications will be considered only if there are still vacancies available. In the case of highly competitive awards where the number of applications far outweighs the number of places available, we may not be able to consider late applications.

3.5.2.2 In addition, international students should consider that it may take longer to process their applications due to the additional requirements for their selection, including proof of English language ability, visa confirmation and so on.

3.6 Policy on deferred applications

3.6.1 We do not consider deferred applications for Foundation Diploma.

3.6.2 Applicants for Undergraduate awards must declare their intention to defer at the point of application and by the UCAS deadline of 15 January. This can be done by selecting the year of entry desired by using UCAS Track. Requests for deferred entry made after the deadline will only be considered in exceptional circumstances where a case is made to UCF in writing. Deferral is initially granted for a maximum of one year, and can only be extended in the event of exceptional circumstances such as long term illness.
3.6.3 For all other levels, we do not normally allow applicants to defer other than in exceptional circumstances.

3.7 Policy on re-applications to awards

3.7.1 Applicants who have been unsuccessful in their application to a given award will not be permitted to re-apply to the same award in the same application cycle. However, applications are welcomed from previously unsuccessful applicants in subsequent cycles and the previous decision will not be taken into account. (Previously unsuccessful applications do not jeopardise an applicant’s chances for successful application to the same award in the future. In fact, re-applications to the same often demonstrate the applicant’s commitment to the subject.) Applicants who are unsuccessful applying to a given award in an application cycle are welcome to apply to a different award in the same application cycle, pending vacancies.

3.7.2 Students who have begun a particular award at UCF and then withdrawn are not ordinarily able to reapply to that award in the future.

3.8 Pre-selection criteria

3.8.1 Most UCF awards ask for evidence of creative ability other than academic grades, at application stage. The evidence required varies between awards and is detailed on the relevant web page for each award. We will ensure at all times that the pre-selection criteria for each award are published, and are fair and transparent.

3.8.2 Examples of pre-selection criteria include:
- A portfolio of work, including sketch books
- An audition
- An essay or piece of writing

3.8.3 We are generally looking for candidates who show a mixture of technical skills, creative ability and originality, but may seek other skills depending on the award.

3.8.4 It may not always be possible for an international applicant to submit hard copies of their work so we accept CDs or online submissions of work instead.

3.9 Interviews

3.9.1 It is common practice at UCF, as with most specialist arts institutions, to require candidates to attend an interview. We find the interview process is the most effective way for an applicant to show us what they are capable of, and for them to decide whether they want to come to UCF. It is also the best way for us to determine how well a candidate meets our entry criteria.

3.9.2 We believe that the combination of seeing Falmouth, the facilities and the staff teaching on the award positively influences applicants’ decision to come here. Through the interview process, positive relationships begin to form between students and their tutors, which can last right through a student’s time with us.

3.9.3 We are currently unable to offer financial assistance to enable applicants to attend an interview.

3.9.4 For international students, we offer interviews by telephone or Skype, or occasionally we will conduct interviews in person if we are visiting their country of domicile.
3.9.5 Foundation Diploma

3.9.5.1 We always publish Foundation Diploma interview dates on our website as soon as they have been set. They are usually in February of the year of entry and are held over a two week period.

3.9.5.2 Decisions are typically made the week after the last interviews have taken place.

3.9.6 Undergraduate awards

3.9.6.1 From 2012 entry, we will cluster our interviews in consolidated blocks of two or three days at a time. By having a greater number of applicants on campus on these days, we hope that applicants can begin to make friends and gain a better impression of our unique UCF atmosphere. They will also be able to meet current students, have a tour of campus and sample Falmouth life. Holding interviews in concentrated blocks also means that we can streamline the selection process and be more efficient in making offers. The dates of interviews will be established by the end of October and communicated to applicants as part of our initial response to their application.

3.9.6.2 Although we encourage applications to be submitted by UCAS’ January 15 deadline, in practice we do receive applications after that date. Interviews for late applicants will be conducted ad hoc, and any interviews taking place on or after A level results day will generally be done over the telephone unless a student is not able to do so.

3.9.6.3 Applicants are typically notified whether they are being made an offer or being rejected within 48 hours of their interview. Some awards that conduct block interviews may take slightly longer to respond as they will wait until they have seen all applicants. Sometimes we suggest re-directing candidates to another award, and where this is the case they will be notified within one week of interview.

3.9.7 Postgraduate taught awards

Interviews for MAs take place on an ad hoc basis, often to coincide with Open Days. Decisions are typically made shortly after the interview, unless demand for places is high; in these cases, decisions will be made after the majority of candidates have been interviewed.

3.9.8 Postgraduate research degrees

Interviews for research degrees take place on an ad hoc basis. Decisions are typically made shortly after the interview.

3.9.9 CPD/short courses

We do not typically ask applicants for CPD and non-accredited short courses to attend an interview.

3.10 Admissions criteria

3.10.1 Admissions criteria and selection processes will vary between awards and will be published, transparent and fair. These will be based on institutional policy, national guidelines and relevant legislation.
3.10.2 UCF is working towards an exemplar scoresheet which can be adapted by each award to suit its own requirements. This scoresheet will be available by January 2012. Unsuccessful applicants can request feedback on their application (see Section 6.2)

4.1 The Admissions Office

4.1.1 The Admissions Office is responsible for managing the admissions process for all of UCF’s levels of study.

Our core mission is to provide an efficient, reliable and responsive service to enquirers, applicants and academic colleagues. We ensure that the admissions process is transparent and fair, and that our admissions policy is applied consistently across the institution.

4.1.2 The Admissions Office will manage and co-ordinate all aspects of an application through from initial enquiry to its conclusion (potential enrolment for successful candidates).

4.1.3 The Admissions Office is part of the Department of Marketing & External Affairs. It is the Department’s policy to ensure that staff are equipped with the appropriate skills and level of competence to do their job to a high standard. All members of the Admissions Office are able to engage in regular training and knowledge updates to help them to provide a high quality of service.

4.1.4 UCF has a Bursaries Adviser who is a member of the Department of Marketing & External Affairs and co-located in the Admissions Office. This postholder works closely with the Admissions team to provide information on fees and the support available to UCF students.

4.2 Advice and guidance

4.2.1 Initial enquiries can be managed by anyone in the Admissions team.

Applications are assigned to a specific member of the team who will handle all aspects of that application through to conclusion. The Admissions Administrator will liaise with the applicant, academic colleagues and other associated staff as mentioned in section 2.3. If an Admissions Administrator is on leave, their workload will be assigned to another member of the team.

4.2.2 For advice regarding their application, applicants should contact their assigned Admissions Administrator.

4.2.3 Admissions can also provide advice and guidance on:
- how to apply
- deadlines
- funding options (covered by the Bursary Adviser)
- suitable entry qualifications
- marketing material such as the prospectus
- the APCL/APEL procedures
- general advice on the preparation of portfolios
- award content
- welcome information for new students
- confirmation of qualifications
- how to access details on accommodation
- guidance on tuition fees (covered by the Bursary Adviser)
- other associated costs with study at university level
- setting up interviews
- acting as a conduit between the award team and the applicant, or his/her nominated representative

4.3 International Admissions

4.3.1 The International Office provides a range of services to support both the applicant and UCF in the Admissions process. These are:

- Respond to and record potential student enquiries.
- To respond to requests for copies of UCF’s prospectus or other promotional material.
- To issue pre-application forms and all relevant admission materials in response to initial enquiries.
- To provide advice and guidance on the admissions process, including working with external key stakeholders such as:
  - UK Border Agency
  - UKCISA
  - UK NARIC
  - Fulbright Commission
  - UCF approved overseas representatives and agents
  - School guidance and careers counsellors
- To assess the fee status of applicants.
- To provide specialist advice and guidance on visa requirements, applicant responsibilities, immigration and welfare.
- To keep a record of all applications received and their current state of processing.
- To ensure Heads of Department receive complete applications for review.
- To deal with the processing of applications in a timely, accurate and fair manner.
- To inform Heads of Department and applicants of deadlines relevant to their applications.
- To verify entry qualifications including APL/APEL applications.
- To provide advice and guidance on bursaries and funding opportunities
- To act as UK Border Agency Level 1 User in the issue and management of ‘Confirmation of Acceptance for Studies’ (CAS) statements and numbers, and any subsequent reporting required.
- To comply with the UCAS admissions system for full time undergraduate applications.
- To promote the International Scholarship Scheme.
- To provide a meeting service and conduct an orientation programme of activities with new students upon arrival in the UK.
- To collect copies of all passport and visa information for international students on arrival.
4.4 Assessment of tuition fees

4.4.1 All applicants will be screened to determine which category of tuition fees they belong to.

4.4.2 The rules for determining fee status are lengthy and complex. Specialist help can be obtained from the Higher Education Funding Council for England (HEFCE) and UKCISA.

4.4.3 A student’s fee status is not necessarily determined by nationality. Only certain categories of students will be charged the Home/EU fee. Generally they are:
- persons who have permanent residence in the UK and have been resident in the UK for three years;
- EEA migrant workers and their families in the UK who have lived in the EEA for three years;
- EU nationals and their children who have lived in the EEA for three years;
- refugees (recognised by the UK government) and their families; and
- persons who applied for asylum and have been granted exceptional leave to enter/remain, and their families.

4.4.4 For more information on tuition fees assessment, please visit http://www.ukcisa.org.uk/student/fees_student_support.php

4.4.5 If a candidate applies for an award at a lower or equivalent level to a qualification they already hold (for example, if they already hold a BA(Hons) and they apply for another BA(Hons)) they will be considered as ‘ELQ status’ by HEFCE and may be liable to pay a higher rate of tuition fee. ELQ stands for Equivalent or Lower Qualification. Any modules or levels repeated will be subject to ELQ fees. UCF does not currently run any awards that are exempt from the ELQ ruling. ELQ does not apply to international students.

4.4.6 If Admissions have any questions regarding an applicant’s fee status they will contact the applicant for more information. The onus is on the applicant to supply correct and truthful information at the point of application otherwise they may be viewed as submitting a fraudulent application and have their fee status revised accordingly. Liaison between Admissions and International Office is often necessary to determine an applicant’s fee status, to decide between Home/EU and International fee levels. In the case of queries regarding an applicant’s ELQ status, Admissions will liaise with Registry and HEFCE to gain clarification.

4.4.7 Outcomes relating to the determination of fee status may not be appealed as they are determined by HEFCE.

4.5 Disabled applicants

4.5.1. UCF is committed to ensuring that wherever practical, disabled students are able to study here, through the support and facilities available to them. We currently have students with a range of impairment or illness. As is the case with many creative
people, a high percentage of our students are dyslexic, and we work closely with them to assist them in their studies.

4.5.2 Applicants should disclose their impairment, illness or learning difficulty at the point of application. We will work with the applicant to ensure that they are supported through their application and to fully assess the support we may need to provide if they became a UCF student. Without all relevant information, this could hinder our ability to make a decision on the application or result in a lack of appropriate support to help the applicant in the process.

4.5.3 Decisions relating to disabled applicants are, by their nature, slightly more complex. The Admissions Office still acts as the main point of contact for the applicant and everyone who is involved in the assessment. Typically from UCF this will be the Accessibility team, Finance and the academic decision-maker; Admissions will also liaise with external stakeholders such as an applicant’s nominated representative or care worker (if applicable).

4.5.4 The Admissions Office can help to facilitate an application by providing information or documentation in an alternative format wherever possible. For students with dyslexia or visual impairments, for example, we will endeavour to conduct as much of the process as possible in electronic form. If a student feels unable to complete a pre-selection project as a result of their impairment or illness, the Accessibility and Academic teams will endeavour, where practical, to set an alternative project.

4.5.5 UCF will facilitate the interview of any disabled applicants by assessing their needs and providing support where practical to enable them to visit campus comfortably and safely, so that they are not disadvantaged in the selection process.

4.5.6 UCF is committed to making reasonable adjustments to enable students with severe disabilities to study here. There may however be some circumstances where the support required and the cost involved will make it impractical for us to offer someone a place.

4.5.7 UCF will match the maximum financial support offered the applicant via Disabled Student Allowance (DSA): £22k for undergraduate, £10k for postgraduate applicants.

4.5.8 For applicants who qualify, the academic offer of a place should be accompanied by a support offer, to be made to relevant applicants as soon as an accessibility assessment has been carried out and an academic interview held. The applicant must formally accept both the academic and support offer, acknowledging the level of reasonable adjustment funding support offered by UCF.

4.5.9 UCF has a ‘Fitness to Study’ policy which can be found at http://www.falmouth.ac.uk/componentoption,com_remository/Itemid,35/func,select/id,18/page,3/

4.5.10 Applications from disabled students will be forwarded to the Accessibility team at the same time that they are sent to academic decision-makers. Nonetheless, due to the complex nature of the assessment of support needs, it may take us longer to make
decisions on applicants as we need to work with them to identify their needs and put arrangements in place.

4.5.11 Offers to disabled students may be conditional on accessibility support conditions as well as academic criteria.

4.6 Mature applicants

4.6.1 A ‘mature student’ is someone who is 21 years or older. All applicants to UCF are treated fairly and equally and assessed on their merits, however we do recognise that mature students may need additional support. To that end, we have a support group for mature students, and a ‘HelpMe’ online forum which can be used to match up existing students with applicants who may share similar life experiences.

4.6.2 Mature applicants should note that some forms of funding are more difficult for mature students to obtain. For example, the Student Finance England will not accept applications for loans to pay tuition fees for mature students who may have already completed an equivalent level higher education qualification many years ago. (See Section 4.4)

5 Procedures for successful and unsuccessful applicants

5.1 Decisions

5.1.1 The decisions we can make are as follows:

Unconditional – We have decided to offer an applicant a place and do not need them to send us proof of anything further. This will generally only apply to candidates who have already taken their A levels or equivalent (eg Foundation Diploma)
Conditional – We have decided to offer an applicant a place if they achieve certain conditions such as academic results
Unsuccessful – We have decided not to offer an applicant a place
Unsuccessful on the award they applied for, but could be appropriate for another award.

5.1.2 Most of our offers are conditional. We do not generally make unconditional offers unless an applicant has already received their examination results. The purpose of making conditional offers is to ensure that applicants achieve the standards required to excel at UCF, in their examinations.

5.1.3 Sometimes an applicant will be a talented, creative student, but may not be right for the award they applied for. An admissions tutor may recognise their potential and recommend them for another award. In such cases, their details will be passed on and the admissions tutor for the more appropriate award will make an academic decision on that student, using the pre-determined selection criteria.

5.1.4 Foundation Diploma
5.1.4.1 Successful and unsuccessful applicants will be notified in writing within two weeks of the last interview date. Decisions will be made once all interviews have been completed.

5.1.4.2 A lot of applicants to the Foundation Diploma also apply to Undergraduate awards. Sometimes they decide they’d rather accept a place on a BA(Hons) degree so we keep a reserve list for Foundation Diploma. If someone drops out, the applicant at the top of the reserve list will be offered their place. We can still make offers to reserve candidates right up to the start of term.

5.1.5 Undergraduate awards

5.1.5.1 All decisions, positive or negative, are recorded on UCAS Track. This applies to International Students as well as Home/EU candidates.

5.1.5.2 Successful candidates are also sent a ‘Congratulations’ postcard at the same time, and will receive several emails talking them through the next steps towards enrolment.

5.1.5.3 We are unable to notify applicants of, nor discuss, academic decisions by telephone.

5.1.6 Postgraduate (taught and research)

All candidates will be notified of our decision in writing within two weeks of their interview, unless demand for places is high. In these cases, decisions will be made after the majority of applicants have been interviewed.

5.1.7 CPD

This section will be updated once the information is available.

5.2 Acceptance of an offer

If an applicant wishes to accept an offer, they must do so via the following methods:

5.2.1 Foundation Diploma

Applicants must submit a £100 acceptance fee to the Finance Office, which is non-refundable unless the award is cancelled by us. The acceptance fee is not off-set against award fees, and is not refunded if an applicant decides not to take up their place.

5.2.2 Undergraduate awards

Applicants should use UCAS Track to reply to their offer. They have three options: to make UCF their firm choice; to make UCF their insurance choice; or to decline the offer.

5.2.3 Postgraduate awards

Applicants must submit a £250 acceptance fee to the Finance Office, which is non-refundable unless the award is cancelled by us. However this acceptance fee is offset against award fees.
5.2.4 International applicants

International applicants who wish to accept a place at UCF must return an acceptance form stating their passport number. They are also required to pay an acceptance fee of £250 for EEA students, £500 for non-visa nationals and £1000 for visa nationals.

5.3 Accommodation

5.3.1 Home/EU offer holders should apply by no later than 30 June of their year of entry if they wish to be guaranteed accommodation on campus. International students have longer to confirm whether they wish to live on campus, and can find out more by emailing accommodation@falmouth.ac.uk.

5.3.2 We can not currently guarantee that all students will be able to have single rooms on campus. Shared rooms are on offer, and we also provide specialist support to connect students with landlords in the private sector.

5.4 Fraudulent applications

5.4.1 UCF accepts all applications in good faith, however, if we have reason to believe that some of the information submitted by an applicant is fraudulent or plagiarised, we have the right to investigate the case fully and delay a decision on an applicant if necessary in the meantime. If an applicant is found to have made a fraudulent application, we may withdraw the offer of a place.

5.4.2 We work with UCAS to investigate possible cases of fraud at Undergraduate level and follow the same principles at Postgraduate.

5.4.3 Applicants can appeal against unfavourable decisions in relation to claims of fraud. If their appeal is upheld, but we have no more places on the award to which they applied, we are under no obligation to accept them onto the award in their chosen year of entry, but can offer them a deferred place if they wish to accept it.

6.1 Application data

6.1.1 Data relating to unsuccessful applicants will be confidentially disposed at the end of the application cycle.

6.1.2 Student records relating to successful applicants are retained by UCF ad infinitum. Successful deferred applicants who are yet to enrol will be kept on file for the duration of their deferral period, until they enrol or cancel their application.

6.1.3 Under the Data Protection Act, UCF will not pass on personal information about individuals to unauthorised third parties. It should be noted however that in the course of processing applications, we do need to share data with relevant organisations such as UCAS and Student Finance England. We will endeavour at all times to ensure the information is transmitted safely and securely.

6.1.4 We do perform generic analysis of applicant data to gain information about trends, demographics and the socio-economic profile of applicants in addition to that required for equal opportunities monitoring purposes.
6.2 Feedback to unsuccessful applicants

6.2.1 Due to the volume of applications we receive, we will only provide feedback to an unsuccessful applicant who has been interviewed by us.

6.2.2 Requests for feedback must be made to the Admissions Office by telephone or email, and must be made by the applicant or their nominated representative (as per their UCAS form or by prior written instructions to us).

6.2.3 UCF will provide the applicant with a feedback form, filled in by the academic decision-maker, along with a covering letter. This will be sent to the applicant’s nominated address by the Admissions Office.

6.2.4 We are unable to discuss feedback over the telephone or enter into correspondence regarding the academic decision.

6.3 Appeals

6.3.1 Please note that an applicant has no right to appeal against an unsuccessful decision by UCF. Our decisions are made on academic merit against a pre-determined set of criteria, and the judgement of the academic decision-maker is final.

6.3.2 If an applicant believes that UCF’s admissions policy and procedures have not been properly followed, we have complaints procedures which will instigate an objective review of their case (see section 6.4).

6.4 Complaints

6.4.1 It is the nature of the Admissions process that sometimes an applicant may be disappointed by a decision made against them and may wish to receive feedback on the decision. UCF’s policy and procedure for feedback is detailed in section 6.2.

6.4.2 A complaint is defined as an expression of dissatisfaction either about the way in which an application has been handled or the outcome of the selection or fees classification process.

6.4.3 The word ‘complaint’ tends to suggest a confrontational situation. In our experience, thanks in no small part to our trained staff, most complaints can be handled fairly, amicably and to the satisfaction of all concerned without recourse to the formal complaints procedure.

6.4.4 In the first instance, applicants with a complaint should raise it with the Admissions Administrator who processed their application. If the complaint is about that Admissions Administrator, it should be raised with the Admissions Team Leader. This would constitute an informal complaint.

6.4.5 If the matter can’t be resolved informally, we have a formal complaints procedure. Any formal complaints will be taken seriously and will be acted upon.
6.4.6 Formal complaints will only be accepted from the applicant or from their nominated representative (as per their UCAS form or by prior written instruction to us).

6.4.7 Complaints must be made in writing to the Head of Marketing if the complaint is in respect of:
- The handling of an application by the Admissions Office
- Information provided on the website or in other published material
- Interview dates
- An unacceptable delay in processing your application
- Any communications you have or haven’t received
- Any perceived breach of legislation in regard to your application

6.4.8 Complaints must be made in writing to the relevant Head of Department if the complaint is in respect of:
- An interview that has taken place with award leaders or other teaching staff
- The perceived quality of the degree on offer
- Resources or equipment in relation to the award on offer

6.4.9 We will seek to ensure that all complaints are handled promptly, with fairness and consistency. If a complaint is upheld, UCF will take appropriate action to remedy the situation. If a complaint is not upheld, the reasons for the decision will be communicated to the applicant.

6.4.10 There will be no discrimination against any applicant who makes a complaint.

6.5 Discontinuation of awards

6.5.1 Occasionally we may be unable to run an award which we have previously advertised, and for which we have already received applications. In such cases, we will notify any applicants at the earliest possible opportunity and support them to help them find a place on another award, whether at UCF or another institution.

6.5.2 Our list of awards is kept up to date on our website: www.falmouth.ac.uk

Alternative formats: This Policy is available online at www.falmouth.ac.uk/apply. If you require this information in an alternative format – such as audio, large print or Braille please contact diversity@falmouth.ac.uk