

FALMOUTH UNIVERSITY

ADMISSIONS POLICY

This Admissions Policy explains how Falmouth University manages admission to all our courses and what to expect from us when you apply to study here.

ORGANISATION: FALMOUTH UNIVERSITY

APPLIES TO: STUDENTS - VALID FOR APPLICATIONS MADE FROM 1 SEPTEMBER 2024

POLICY OWNED BY: MARKETING & EXTERNAL RELATIONS

REQUIRED CONSULTEES: ADMISSIONS, QUALITY ASSURANCE & ENHANCEMENT,
DEANS

APPROVED BY: ACADEMIC BOARD

DATE APPROVED: 26 June 2024

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ADMISSIONS POLICY

This Admissions Policy explains how Falmouth University manages admission to all our courses and what to expect from us when you apply to study here.

KEY FACTS

No.	Section	Description
1	5	The most up-to-date source of information on our courses can be found on the University's website . Each course entry on the website will include details of, among other things, the course content, how to apply and what the costs associated with the course are.
2	5.5	If you want to contact us about an application, please contact our Future Studies Team using the online enquiry form available on the University's 'Contact' web page or by telephoning +44 (0)1326 852937 or by email . Please contact shortcourses@falmouth.ac.uk in relation to any short course provision.
3	3.1.b	Individual courses may make specific entry requirements in addition to the general University requirements. These will be shown on the course web page.
4	6.5	Our staff will provide general advice and guidance to applicants on the UK immigration rules. If we require financial evidence from you we will also provide a dedicated support route to get specialised guidance. We strongly advise that all prospective international students should refer to the UK Council for International Student Affairs (UKCISA) website . Ultimately, it is the student's responsibility to abide by immigration laws and to notify the Home Office immediately of any changes to their circumstances which may affect their right to study in the UK.
5	3.3	We welcome applicants wishing to transfer from other universities and with alternative experience. There is usually a limit to how much prior learning/experience you can count towards a Falmouth University course.
6	3.4	If we offer you a place you can ask to defer it, normally for one year (e.g. if you wanted to go travelling or take up employment). If you do defer, your agreement with us (including financial support and fees) will be determined by your year of entry, not your year of application.
7	5.3	We will write to you if there are any material changes to your courses (e.g. name change or change in accreditation) before you start. If you do not want to continue your application because of a change we have made, we will help you find an alternative.
8	7.1	The University may withdraw an offer where an applicant's conduct would constitute a disciplinary matter were they to be a student (e.g. abusive and threatening behaviour).
9	7.2	If you are dissatisfied with your application experience, please contact the Applicant Services team in the first instance. If you remain unsatisfied with the response, you can use the University's complaints policy and procedure.
10	7.3.b	We will only discuss an application (and provide feedback to) with an applicant unless they have either listed a nominated contact as part of their application, or, expressly confirmed in writing or via email that we may discuss it with a third party.

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1. INTRODUCTION

1.1 What our Admissions Policy aims to achieve

- a) This Admissions Policy (the “Policy”) sets out our approach to the recruitment and admission of students to all on-campus and online undergraduate and postgraduate taught courses offered by Falmouth University (the “University”) and those offered in collaboration with our partner institutions.
- b) This policy does not cover in detail admissions to our research degrees and all questions relating to this should be directed to the [Research Team](#).
- c) The University is committed to providing an admissions process that is fair for everyone, transparent, equitable and inclusive.
- d) The University aims to admit students from all backgrounds who can successfully demonstrate academic and technical ability and who we believe have the potential and motivation to succeed on our courses and can also make a valuable contribution to university life.
- e) The University is committed to Fair Access and Widening Participation and encourages applications from all social and cultural backgrounds and actively makes use of contextual offers to support access to higher education (see also 4.3).
- f) The University ensures that the entry requirements displayed on our website are appropriate for the academic needs of the courses Falmouth offers and the students which we want to study with us.
- g) The University continually reviews Government and Office for Students (OfS) guidance and policy decisions so that we follow best practice recommendations and is committed to developing and improving processes and the skills of its staff to be compliant with relevant procedures, policies and legal frameworks.
- h) The Pro Vice-Chancellor Marketing and External Relations has overall responsibility for admissions at the University.
- i) The University’s admissions policy is approved by the Academic Board.
- j) In order to provide a high quality and effective student recruitment and admissions process, the University fosters a collaborative approach between academic teams and other professional services.
- k) All applications to Undergraduate, Postgraduate Taught and Postgraduate Research degrees require a form of academic assessment of an applicant’s potential and the Applicant Services team works with the relevant academic department to reach a decision and is responsible for all aspects of the application process, from initial enquiry to conclusion.
- l) All staff and Agents involved are trained accordingly.

2. THE APPLICATION PROCESS AND HOW TO APPLY

The University is committed to providing an inclusive learning environment and welcomes applicants from a diverse range of social and cultural backgrounds. Applicants are encouraged to disclose all relevant information that may help the University proactively identify and provide help with support needs throughout their time at Falmouth and as part of the application process (e.g. whether they are care leavers/experienced, have a disability or a specific learning difficulty). Student Support services information can be found [here](#).

The course application process is outlined below and detailed on each course page of our website.

2.1 Undergraduate on-campus and online applicants

- a) For most of our undergraduate courses, application via UCAS is required.
- b) Direct application via the Falmouth website or via our collaborative providers' websites is required for other part-time undergraduate courses and any undergraduate course with a start date other than September each year.
- b) Due to the creative nature of our courses, in most cases, there will be a need to submit evidence in the form of a portfolio or another assessment task that is additional to the initial application. This will be clearly communicated to relevant applicants via email and/or the applicant portal following application.
- c) The application process may also involve the submission of any evidence required to support the application and to satisfy entry requirements, such as submission of certificates or transcripts, or a passport/visa.
- d) Where UCAS is used as an application system, the University complies with UCAS guidance and deadlines.
- e) An applicant can make a simultaneous application to as many different Falmouth courses as they wish in the same cycle. However, if the course is a UCAS listed course, there is a limit of five choices an applicant can make.
- f) International undergraduate applicants can apply to study at Falmouth through UCAS, apply direct via our website or through an agent. More information can be found [here](#).

2.2 Postgraduate Taught on-campus and online applicants

- a) Applicants must meet the specific entry requirements of the course they wish to study. Please see the University website for the latest course specific entry requirements.
- b) Applications to all our postgraduate taught programmes are direct via our website. For some courses you will need to request the application form. More information can be found [here](#).

2.3 Postgraduate research (PhD) applicants

- a) The University recommends applicants initially submit an expression of interest to introduce a research proposal on which preliminary feedback will be provided.
- b) Formal applications can be submitted via our online application form. More information can be found [here](#).
- c) All other questions regarding application and admissions to our research degrees should be directed to the [Research Team](#).

2.4 Short course and Executive Education applicants

All applications should be made direct via the relevant course page on the University website.

2.5 What happens next and response times

- a) Once an application has been received, each application will be individually assessed.
- b) We aim to acknowledge receipt of initial applications to all taught undergraduate and postgraduate levels of study within two working days.
- c) Although we aim to make academic decisions as quickly as possible, the University may require further information to reach a decision. An applicant will also be notified of any clearance checks that may apply to them such as, but not limited to, the need for proof of residency entitlement, English language ability or identity. All applicants must provide proof of their right to study in the UK to enrol.
- d) Interviews, auditions, or Applicant Days for suitable applicants may also take place for both undergraduate and postgraduate taught courses. Where this is the case, it will be detailed on the relevant course pages of the University website and applicants will be informed of this in writing during the application stage.
- e) We aim to make decisions within five working days of an interview, audition, or Applicant Day. There may be times when we take longer to make decisions if there are more applications than places available.

2.6 Information you will receive from the University

There are several points in the admissions process when the University or its partners may provide information to an applicant. These include:

- Initial enquiry, e.g. telephone call, email, web enquiry form
- Online communication at each stage of the application process
- Information about Open Days and Campus Tours
- Information about our courses and the University e.g. email, social media
- Applicant days and auditions e.g. in person, online or telephone call
- Online communication of an academic decision
- Information about student accommodation
- Information about Student Services including accessibility support
- Information about fees, bursaries and scholarships
- Feedback on an unsuccessful application on request
- Welcome information.

2.7 Interviews and assessment

- a) The majority of the University's courses require an applicant to attend an interview, audition, or Applicant Day to be considered for a place.
- b) Applicants who are invited to audition, interview or an Applicant Day will be given the opportunity to demonstrate their creative skills and potential.
- c) The University will offer online interviews for those who are unable to travel to Falmouth or there may also be an opportunity to attend a regional interview.
- d) Applicants to some of the University's courses will not be invited to interview. In this instance, assessment will be based on academic record, personal statement and other achievements with a decision made based on information provided at application.

2.8 Deadlines and late applications

- a) Undergraduate applicants who apply by the UCAS equal consideration deadline will receive full and equal consideration.
- b) Late applications will only be considered if there are vacancies available, please see our website for the most up to date information. If there are places available, applications can be made via [UCAS Extra](#) and [UCAS Clearing](#).
- c) Where portfolios or other work is required to inform the decision-making process, late applicants may have less time in which to prepare themselves for an interview or audition.
- d) For postgraduate taught courses, where application deadlines exist, these will be published on our website.

2.9 Visiting the University

- a) Applicants and potential applicants are encouraged to visit our campus to view our facilities, meet our staff and find out first-hand about life at Falmouth, through our Open Days, Taster Days, Campus Tours, Applicant Days or interviews and auditions. More information can be found [here](#).

2.10 Meeting the offer

- a) The conditions of any undergraduate offer will be detailed in writing to every applicant and communicated via UCAS Hub or the Applicant Portal.
- b) Applicants to postgraduate taught programmes at the University will receive details of their offer via the University's Applicant Portal.
- c) If an applicant can demonstrate they have met the conditions of an offer, they will be accepted. If an applicant does not meet the conditions set, there is no guarantee they will be accepted.

2.11 Enrolment

Once applicants have met all the conditions of an offer and provided proof of their right to study in the UK and proof of identity, they will be invited to enrol at the University which is typically within two weeks of their study start date.

3. ASSESSMENT OF APPLICATIONS

3.1 Entry requirements

- a) To enrol on a Falmouth University undergraduate course, applicants must satisfy the University's entry requirements, typically between 104-120 (BCC) UCAS tariff points or equivalent, primarily from Level 3 qualifications such as but not limited to A-levels, T Levels, a BTEC/UAL Extended Diploma or a Foundation Diploma.
- b) Each course has individual published entry criteria that may vary from year to year, from the typical range and may also include further additional requirements as published. Please see the University website for the latest course specific entry requirements.
- b) The University recognises and will also consider a range of other equivalent level qualifications from around the world and equivalent learning achieved through self-directed study and/or professional or voluntary experience.
- c) Applicants must provide evidence that their ability to read, write, speak and comprehend spoken English is at a level that will enable them to succeed in their studies. Home students will usually be expected to have achieved a minimum of grade 4/C in English. International students and those without formal English qualifications should refer to our English Language Policy [English Language Policy](#).
- d) Some courses require a minimum of grade 4/C Mathematics at GCSE. Please see the University website for the latest course specific entry requirements.
- f) The standard entry requirements for admission to postgraduate taught level are FHEQ Level 6 equivalent qualifications (e.g. an honours degree) or current, relevant and equivalent experience. Typically, applicants will have a good undergraduate honours degree in a relevant subject area, or relevant equivalent experience and a demonstrable interest in their subject.
- g) An applicant having met (or been predicted to meet) the entry requirement does not guarantee admission.

3.2 Personal statements

- a) Undergraduate applicants will need to write a personal statement when applying to study at the University via UCAS.
- b) A personal statement is an applicant's opportunity to tell a university about any skills, experiences or other achievements gained from education, work or other activities. It should also detail why an applicant is excited about a chosen subject area and any future ambitions they have.
- c) Guidance on how to write a personal statement can be found [here](#).

3.3 Admission with credit (second- or third-year entry)

- a) The University welcomes applications for advanced entry to all courses from applicants who can demonstrate they can fulfil entry requirements through the [Accreditation of Prior Learning \(APL\)](#) process. In most cases, it is expected this means entry to year 2 or 3 of an undergraduate course or part-way through the taught elements of a postgraduate course.
- b) The University follows the standard [principles](#) of the Credit Accumulation and Transfer Scheme (CATS) that are recognised throughout the United Kingdom. This scheme allows applicants who have started a course elsewhere to transfer into a similar course, bringing with them any credits they have accumulated at another university.

- c) Applicants who possess non-standard entry qualifications may gain entry via Falmouth's Accreditation of Prior Certificated Learning (APCL) [procedure](#).
- d) Applicants who cannot provide evidence of prior certificated academic achievement may be able to apply via Falmouth's Accreditation of Prior Experiential Learning (APEL) [procedure](#). This takes account of learning experiences gained through life, work or business that by their nature cannot be evidenced through formally assessed certification or transcripts.
- e) There is a limit on the amount of prior credit which may be brought into any Falmouth award depending on the course you wish to study for. See the [Academic Regulations](#) for details. Prior credit is normally expected to have been achieved within the last five years.
- f) Details about our APL Policy and Procedure may be found on our [Student Regulations](#) web page under 'Admissions'.

3.4 Deferring entry

- a) Applicants for undergraduate courses should declare their intention to defer at the point of application. This can be done by selecting the year of entry desired in the UCAS system.
- b) Deferring an application to a postgraduate course is not normally permitted except in exceptional circumstances and the acceptance fee will need to be paid to secure the place for the following year.
- c) Should an undergraduate applicant wish to defer entry after the UCAS deadline has passed, a request should be submitted in writing to the Applicant Services team for consideration setting out the reasons for the request.
- d) Applicants can typically look to defer entry for one academic year only. Extensions will only be granted in exceptional circumstances (such as long-term illness) and up to two years maximum. Evidence may be required to be submitted.
- e) If you defer your place, financial support (e.g. bursaries) and accommodation availability, together with your agreement with the University (e.g. for tuition fees payable) will be determined by your year of entry rather than the year you applied. For example, if you accepted a place to start in September 2025 and would have been eligible for a bursary or other financial support, but then decide to defer and start your studies in 2026, the bursary may no longer be offered, or the criteria may have changed. In line with our published Terms and Conditions, tuition fees may also change between years.
- f) It is not guaranteed that applicants via Clearing will be allowed to defer their place and all requests should be submitted in writing to the Applicant Services team for consideration.

3.5 Extenuating circumstances

- a) We recognise that unexpected events can interrupt your studies and affect an applicant's performance. If you tell us about these extenuating circumstances, we can use this information to inform any offer we may make to you and whether you have, or would have met, any conditions of your offer.
- b) Applicants should share any relevant and known extenuating circumstances (for example a bereavement or significant change to your prior studies) in the personal statement when making an application. The Applicant Services team will take these into account when deciding on an application.

- b) If an application has already been made, please tell us in writing of any new extenuating circumstances, even if you have received or accepted an offer, by writing to the Applicant Services team for consideration .

3.6 Visa compliance

Falmouth University is a Student Visa Sponsor who can support international students requiring a student visa to study in the UK. Further details can be found in 6.5.

3.7 What happens after an application has been assessed?

- a) When all the checks have been completed, you will receive one of the following responses:
- You will be made an offer
 - You will be invited to an interview or audition (once you have selected the type of interview/audition you want)
 - Contacted to gather more information to support an application
 - The application will be processed as unsuccessful.
- b) In each circumstance, the University aims to communicate the status of the application to the applicant clearly and promptly. Further information on how to apply can be found [here](#).

4. FALMOUTH UNIVERSITY OFFERS (undergraduate only)

The University reserves the right to make independent decisions on its applicants. Following a successful assessment where an applicant has demonstrated academic and/or technical ability as well as the motivation to succeed on our courses, the typical offer made will be conditional.

4.1 Conditional offers

A conditional offer is an offer to study at Falmouth subject to the fulfilment of certain conditions such as obtaining appropriate level 3 qualifications (or equivalent), or the successful demonstration of prior and appropriate academic attainment and/or technical ability. The conditions are aligned to the requirements of the course and fulfilment of the conditions which means that they are likely to succeed on a course.

4.2 Unconditional offers

In exceptional cases, an applicant may be given an unconditional offer. These may be made to those students who have already achieved the qualifications needed for entry or have demonstrated exceptional aptitude and technical ability to succeed on their chosen course.

4.3 Contextual offers

- a) A contextual offer enables the University to consider all achievements taking into account an applicant's background to ensure we are being fair to all.
- b) The University is committed to fair access and widening participation and aims to recruit students from all backgrounds so we can inspire and support them to succeed as we believe that a student community that reflects our society will benefit everyone.

- c) Falmouth University recognises that some students may experience challenges which have the potential to impact on predicted grades and we will therefore consider any relevant information disclosed to ensure equality of opportunity (see also 3.5).
- d) 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 as the University recognises not every applicant has access to the same educational opportunities and that social or socio-economic factors influence an applicant's ability to succeed in their prior learning.
- e) We do not make unachievable offers, if an applicant is successful during the selection process the offer will be tailored to the applicants' qualifications being studied and predicted grades.

4.4 A change of course offer

- a) On occasion, the University will be unable to make an offer for the course applied for but may consider that a different course is more appropriate. In such cases, the applicant will be contacted in writing to discuss their options.

4.5 Next steps

- a) Applicants via UCAS should use the UCAS system to reply to their offer and can either make us their firm choice, insurance choice, or decline our offer. Applicants who have applied directly should respond via the Applicant Portal.
- b) Applicants will be made aware of the terms and conditions of their offer via email from us, including their right to withdraw from a course within 21 days of commencing study without tuition fee liability.
- c) Applicants to some of our courses are required to pay acceptance fees which are published on the course web page.
- d) Successful applicants that firmly accept an offer with Falmouth will be anticipated to enrol, subject to fulfilment of any conditions of their offer. Firm placeholders will be emailed with details on how to enrol online, normally two weeks prior to the first day of term.

4.6 Confirmation of results

- a) The University typically is notified of exam results from July to August each year and this is called 'confirmation'.
- b) Conditional offer holders who meet the grades required will have their place automatically confirmed.
- c) Conditional offer holders who do not meet the standard academic conditions of their offer during the confirmation of results period will be reviewed on a case-by-case basis and extenuating circumstances that may have impacted on their results will be considered. We may request further information from the offer holder or their referee at this point.
- d) Conditional offer holders who do not meet mandatory requirements such as the English language requirement or Home Office obligations will not be permitted to enrol and they will be deemed unsuccessful in their application if they have not met these requirements before the end of the enrolment period.

5. ENQUIRIES: INFORMATION, ADVICE AND GUIDANCE

5.1 Our commitment

The University is committed to helping students make informed decisions at all stages of the application process and to providing the highest quality information, advice and guidance possible.

5.2 Accuracy of information

- a) The University may provide information to prospective students via several different channels: face to face, via partners, email, website and printed communications.
- b) The University will aim to ensure that all channels provide information that is accurate. In some instances, like printed prospectuses, inevitably some of the information published may be subsequently updated.
- c) The University encourages all applicants and advisors to use the Falmouth University [website](#) for the most accurate information.

5.3 Communication of changes

- a) In line with CMA regulations outlined in 6.3, the University has as duty to inform all applicants of any material changes in information that they may have viewed.
- b) The University will use all reasonable endeavours to ensure that changes are kept to a minimum, but if any material changes to the terms and conditions or course (as described in the offer made and/or prospectus/website) occur before the applicant enrolls at Falmouth, the University will write to applicants as soon as reasonably possible.

5.4 Website

The Falmouth University [website](#) is the definitive source of information and the University aims to ensure that it is accurate, timely and helpful.

5.5 Contact details

Our Applicant Services team is available for all application enquiries. Please use our online [enquiry form](#) or telephone +44 (0)1326 852 937. The team can also be contacted by [email](#).

5.6 Freedom of Information

The University cooperates with all FOI requests and for all admissions enquiries, requests should be sent by [email](#).

6. COMPLIANCE WITH LEGISLATION, CODES, REGULATIONS, POLICIES AND PROCEDURES

Our admissions policies and processes comply with all relevant legislation, including, but not limited to the Human Rights Act 1998; the Freedom of Information Act 2000; and the Equality Act 2010 and specifically:

6.1 The General Data Protection Regulation (GDPR)

The University will handle your personal data in accordance with the provision of the **Data Protection Act 2018**, which gave effect to the **General Data Protection Regulation (GDPR)** in the United Kingdom. The provisions of the GDPR apply to all bodies processing the personal data of EU nationals. The University's **Privacy Notice** is available [here](#).

6.2 Competition and Markets Authority requirements (CMA)

The University complies with the requirements of the **Competition and Markets Authority (CMA)** and for the purpose of this regulation, Falmouth is a 'trader' and its students are 'consumers'. The University is clear that:

- The Terms & Conditions for study at Falmouth University governs the University's dealing with students and form a contract between Falmouth and its students in relation to their studies. Our Terms and Conditions can be found [here](#).
- The University provides accurate information which is easy to find and helps students make an informed choice.

6.3 Fee status

- a) The University determines the tuition fee status of Applicants and/or Students in accordance with The Education (Fees and Awards) (England) Regulations 2007 (Statutory Instrument No 779), as amended; the Higher Education (Fee Limit Condition) (England) Regulations 2017 (Statutory Instrument No 1189), as amended and the Education (Student Fees, Awards and Support) (Amendment) Regulations 2021 (Statutory Instrument No 127).
- b) The Fee Regulations allow publicly funded education institutions to charge fees to students who are classed as having 'overseas' fee status at a different or higher rate than those classed as 'home' unless they fulfil certain residence and immigration status criteria set out in the Fees Regulations.
- c) A breakdown of the Fee Regulations and further advice is available on the UK Council for International Student Affairs ([UKCISA](#)) website.

6.4 Student Visa requirements

- a) International applicants must abide by the requirements of HM Government's Home Office and [UK Visas and Immigration \(UKVI\)](#) service if they wish to enter the UK or to remain in the UK for study purposes.
- b) This includes obtaining immigration permission in the form of a Student visa or a short-term study visa, depending on the duration of the course.
- c) Falmouth University is a registered Student Visa Sponsor and, therefore, can issue Confirmation of Acceptance for Studies (CAS) statements to allow applicants to apply for immigration as a student. As a Sponsor, the University is also legally bound to report information about its Student Visa students to the Home Office and UKVI throughout their studies.
- d) While our staff will provide general advice and guidance to prospective students regarding the Government's student immigration rules, we strongly advise all prospective international students refer to the [UKCISA](#) website. Ultimately, it is the student's responsibility to abide by immigration laws and to notify the Home Office immediately of

any changes to their circumstances which may affect their right to study in the UK.

6.5 Falmouth University Academic Regulations

This policy operates within the context of the Academic Regulations available [here](#).

6.6 Safeguarding and admission of applicants under the age of 18

- a) The University encourages applications from all suitable students, irrespective of age and there is no formal stage in the application process where age is a factor of assessment.
- b) We are committed to safeguarding and promoting the health, safety and wellbeing of children and vulnerable adults and take our legal duties extremely seriously. We are not however *in loco parentis* (in the place of the parent) and cannot accept the responsibilities of guardian to any member of our community or user of our amenities.
- c) Guardians/parents of, applicants who would be under the age of 18 at enrolment should familiarise themselves with the University's safeguarding policy which can be found [here](#).

6.7 Criminal convictions

- a) In line with our [Criminal Convictions Policy](#), applicants are not routinely required to disclose convictions or pending convictions unless the legal process (including any trial or sentence) would continue following their enrolment as a student.
- b) Applicants to some courses may be required to declare unspent convictions and undergo Disclosure and Barring Services checks in advance of enrolment.

6.8 Asylum seekers and refugees

Our normal entry requirements apply to refugees and asylum seekers. However, they may be eligible for 'Home' fees if they can fulfil the criteria set by the Home Office when they begin a course of study. For more information, please visit the '[Fee status in England](#)' section of the UKCISA website.

6.9 Agents

The University currently works with global education agents which are carefully selected to assist students with their application. All education agents must comply with all relevant legislation, this admissions policy and provide a fair, transparent, and consistent admissions service to students. This policy is shared annually with our network of education agents so their clients can act with knowledge of the University's admissions policy and processes as outlined in this document.

7. APPLICANT BEHAVIOUR, COMPLAINTS AND APPEALS

7.1 Applicant behaviour

The University reserves the right to withdraw an offer made where an applicant does not meet the standards of behaviour expected of our community (e.g. by being abusive to, threatening or harassing, members of staff, students or other applicants). Allegations of inappropriate behaviour may be referred to the University's Disciplinary Officer who will

consider it in line with the provisions of the [Student Charter](#) and the [Disciplinary Policy/Procedure](#).

7.2 Complaints procedure

- a) A complaint should be raised as soon as possible and when an applicant has a specific concern about a procedural error in the application process. For the most part, complaints are resolved informally by a member of the Applicant Services team. If this is not possible, then formal complaints will be reviewed in line with the University's [Complaints Policy](#).

7.3 Appeals procedure

- a) The University does not routinely provide feedback to unsuccessful applicants, but this can be obtained on request.
- b) In the first instance, an applicant or their nominated contact only should contact the Applicant Services team in writing or by email requesting feedback on why their application was not successful.
- c) The request for feedback should be made within one week of the reject date.
- d) The University will provide feedback from the academic decision-maker within four weeks of the request.

VERSION CONTROL

PURPOSE/CHANGE	AUTHOR	DATE
Original document approved at Academic Board	Registrar/Admissions	20/04/2016
Additional section following actions from April Academic Board: 4.5.	Registrar/Admissions	26/05/2016
Amended section following actions from June Academic Board: 12.3.	Registrar/Admissions	29/06/2016
Additional section following actions from June Academic Board: 7.5.4.	Registrar/Admissions	29/06/2016
Amended text changes to change Admissions to Applicant Services	Applicant Services	05/10/2017
Amended and updated to reflect current practice	Applicant Services	09/09/2019
Amended and updated to reflect current practice	Applicant Services	30/09/2020
Policy rewritten to reflect current practice and approved at extraordinary Academic Board	Chief Marketing Officer	05/04/2022
Amended and updated to reflect current practice	Applicant Services	03/05/2023
Amended and updated to reflect current practice	Applicant Services	02/05/2024