



Admissions Policy 2020/21

1. Introduction

This Admissions Policy (this "**Policy**") provides the basis for admissions practice across the University of the Arts London (the "**University**").

The University offers an extensive range of courses in art, design, fashion, communication and performing art, drawing together six renowned colleges, each with its own world-class reputation. The University is committed to making university education an achievable option for a wider range of people and seeks to recruit students from diverse socio-economic, cultural and educational backgrounds. In order to support this commitment the University is dedicated to the production and use of appropriate policies and procedures of which this Policy is a key component.

This Policy is intended to inform the actions of staff when carrying out the admissions functions of the University ensuring that fairness and consistency are embedded within the admissions process. It is also intended to inform prospective students, applicants/agents of the details of the admissions process to help them through the process and also manage their expectations of the University.

2. Responsibility

The Student Recruitment, Marketing and Admissions Committee at the University is accountable for the production of this Policy on an annual basis in order to meet national and institutional requirements and to consider feedback received on its contents. The group is responsible to the Executive Board and Academic Board for the development of policies and initiatives in relation to good practice and University and national initiatives. The Student Recruitment, Marketing and Admissions Committee is chaired by the Pro-Vice Chancellor (Academic) and includes as standing members senior University Managers and College Deans. It is supported by the Student Recruitment, Marketing and Admissions Steering Group chaired by the University Secretary and Registrar.

This Policy will be reviewed by the University Secretary and Registrar or nominee on behalf of the Academic Board.

Responsibility for compliance with this Policy lies with any member of staff who has a role to play in the admittance of students to the University.

3. Admissions Policy

The University is committed to making arts, communication and design education an achievable option for a wide range of people and seeks to recruit students from diverse socio-economic, cultural, international and educational backgrounds. We are committed to supporting all of our students in achieving their potential both during and after their courses.

The University is committed to excellence in admissions and aims to provide a professional, fair, equal and transparent service to all applicants. The University aims to recruit students who have the potential to meet the demands of and benefit from their course, and is committed to the widening participation agenda. The University will take

every possible step to ensure that no prospective student or applicant is treated unfavourably.

This Policy and associated procedures are for entry in the academic year 2020/21, they cover applications from home and international students to further and higher education, undergraduate and postgraduate courses both at the University and its partner institutions.

The University is committed to an admissions policy that is:

- **Consistent in application and operation;** that is to say that all staff dealing with admissions will be fully trained in order to be consistent in giving detailed information about the admission process to applicants and their advisors;
- **Transparent in its procedures and process;** a commitment to providing clear, accurate, complete and accessible information on its courses, relevant entry requirements and associated admissions procedures. Applicants will have access to information about the admissions process via emails throughout the process or via their UAL Portal. There is also relevant content about the admissions process in the How to Apply section of the Course information on the University's website. The University will be open and accessible in its requirements and selection processes. Each applicant will be entitled to a prompt and professional assessment of their application against clearly available criteria, and complaints and appeals will be handled in an independent process;
- **Accountable to all stakeholders;** ensure that clear, consistent and accessible information and guidance is available to all stakeholders in the admissions process be they applicants, parents, advisers or University staff involved in admissions;
- **Professional in all aspects of its execution;** University admissions will be managed centrally for the six colleges by the Head of University Admissions. Staff will be fully trained in all aspects of admissions and through on-going communication will share good practice and University initiatives at a local and national level;
- **Compliant with relevant equality and diversity legislation;** the University is committed to ensuring equality of opportunity for all. We recognise that the University community is enriched by a diverse student body. No potential student will be excluded from entry to any University course as a result of discrimination on the grounds of gender reassignment, sex, age, sexual orientation, marital or civil partnership status, disability, nationality, ethnic or national origin, race, religion or belief, or pregnancy or maternity status. The University is committed to diversity in the student population and will make available a range of measures by which applicants may demonstrate their readiness and commitment to study in higher education;
- **Responsibly Administered;** that is to say that applications will be assessed on the basis of the evidence provided and within the limitations of the number of available places the University will use all reasonable efforts to attempt to match applicants' aspirations to a course for which they are prepared;
- **Compliant with QAA requirements** for reliable, fair and inclusive admissions system under the QAA Code as set out at https://www.qaa.ac.uk/docs/qaa/quality-code/advice-and-guidance-admissions-recruitment-and-widening-access.pdf?sfvrsn=3628c181_6.

4. Provision of Information

The University is committed to providing all stakeholders with all material information required to make an informed decision about their choice of university and course. However, as printed materials may have been published well in advance of any start date, the University reserves the right to make amendments to the published contents, methods of delivery or specific entry requirements of courses if such action is reasonable and considered to be necessary. We endeavour to ensure that all information available on our website is up-to-date and encourage stakeholders to see this as the authoritative source of course information.

The University endeavours to inform applicants at the earliest opportunity of any significant changes to the content or format of a course that are made between application and enrolment. The University aims to provide all the courses that are advertised in the prospectus, on the University website and where applicable on the UCAS website. However, if it becomes necessary to withdraw a course, or a particular intake of a course, the University will inform applicants to the course at the earliest opportunity and will give applicants the chance to be considered for an alternative course where possible (see section 8.11 for further details).

5. Course Requirements

The University's general entry requirements by level are listed below; all courses of study also have specific entry requirements which are listed on the course pages on the website for each college.

6. Qualifications

6.1 Minimum Qualifications

The University has clearly documented minimum standard entry requirements for all Research Degrees, MA/Msc, Postgraduate Diplomas/Certificates, BA Honours, Foundation Degree Awards, Foundation Diplomas in Art and Design. These minimum entry requirements are set out below:

Entry requirements are reviewed on an annual basis and are updated if necessary. The University ensures that the most up to date information is clearly displayed on its website.

The UCAS Tariff system may also be helpful: this is a system used to report achievement for entry to higher education numerically. It establishes agreed comparability between different types of qualifications and provides comparisons between applicants with different types and volumes of achievement:

<https://www.ucas.com/file/63541/download?token=uz826-Cb>

Research Degree

A Masters-level degree or evidence of a significant academic contribution to university level research.

MA/MSc

An Honours Degree in a relevant subject or a professional qualification recognised as equivalent to an Honours Degree.

Postgraduate Diploma/Certificate

An Honours Degree in a relevant subject or a professional qualification recognised as equivalent to an Honours Degree.

BA Honours

2 A-levels (32 new UCAS tariff points/80 old UCAS tariff points, normally including one single award) and 3 GCSEs in other subjects (grade 9-4 or A-C) plus portfolio of work to demonstrate ability in the specialist area (art, design or media);

or

1 A-level (16 new UCAS tariff points/40 old UCAS tariff points), a Foundation course (or equivalent) and 3 GCSEs in other subjects (grade 9-4 or A-C) plus portfolio of work to demonstrate ability in the specialist area (art, design or media).

Foundation Degree Award

1 A-level (16 new UCAS tariff points/40 old UCAS tariff points, normally one single award) plus 3 GCSEs in other subjects (grade 9-4 or A-C) plus portfolio of work or relevant experience

Level 4/Certificate in Higher Education course

1 A-level plus 3 GCSEs (grade 9-4 or A-C) plus portfolio of work or relevant experience.

Foundation Diploma in Art and Design

1 A-level plus 3 GCSEs (grade 9-4 or A-C) plus portfolio of work or relevant experience.

Level 3 Certificate

Successful completion of school education to at least Level 2.

6.2 Alternative Qualifications

Applicants with qualifications equivalent to those required (and detailed above) or with equivalent evidence of experiential learning will also be considered. Further information about Accreditation of Prior Learning/Experiential Learning and Admissions with Academic Credit can be found below. There is an extensive range of equivalent qualifications, the Framework for Higher Education qualifications,

published by the QAA, may be helpful in making an assessment of equivalency:
<http://www.qaa.ac.uk/quality-code/the-revised-uk-quality-code>

Applicants are normally expected to achieve, or already have, the published course entry requirements. Exceptionally, applicants who do not meet course entry requirements may still be considered if the course team judges the application demonstrates additional strengths and alternative evidence. This might, for example, be demonstrated by:

- related academic or work experience;
- the quality of the personal statement;
- a strong academic or other professional reference;
- evidence of motivation, potential, knowledge and ability to study the course of their choice; or
- a combination of these factors.

In such cases the English Language entry requirements detailed in section 8 below will apply.

The University is committed to giving full and fair consideration to all entry qualification information presented by individual applicants. The University will only offer a place where there is evidence that an applicant is capable of completing their chosen course with a good final classification, and as such, the University reserves the right to exercise academic judgement and discretion when assessing any prior attainment.

6.2.1 Applicants who have Non-UK Qualifications

Admissions staff have experience in considering a wide range of international qualifications against the University's entry requirements. Information for international applicants can be found on the University's website. Prospective applicants who wish to discuss whether their qualifications will meet the University's entry criteria should contact the Admissions Service.

6.2.2 APL and AP(E)L

In order to fulfil the University's commitment to offer access to its courses to the maximum range of applicants it is possible for prior experiential learning to be considered as an alternative to the minimum qualifications detailed above. If applicants have completed prior qualifications or training where the award obtained is equivalent to the entry requirements then Accreditation of Prior Learning (APL) may be considered, where applicants have equivalent skills, knowledge and abilities gained through life or work experience then Accreditation of Prior Experiential Learning (AP(E)L) may be considered.

Details of all qualifications currently held and to be taken should be included on the application form for consideration alongside information on skills and knowledge obtained. In order to provide confirmation of relevant experience applicants may be asked to provide further evidence for example a written statement, CV or additional

references. The Admissions team dealing with the application will contact the applicant if further information is required.

When making an offer for admission with exemption based on APL or AP(E)L, authorised members of staff should be sure that the student has already gained the required knowledge and skills for which exemption is awarded and that their ability to follow the rest of the course will not be jeopardised.

6.2.3 Admission with Academic Credit

If an applicant believes that they have the appropriate qualifications and experience to start a course at a point later than the start of the planned course of study they may be considered for admission with Academic Credit. AP(E)L will be used to evaluate the experience presented in the application.

6.2.4 AP(e)L for Advanced Learning

In exceptional circumstances a student already on a course may demonstrate the capability to progress faster than had been expected, AP(E)L will be used to evaluate the evidence presented for advanced standing.

7. English Language Entry Requirements

All courses at the University are taught and assessed in English. If English is not the applicant's first language, he/she will be required to show proof of his/her English ability prior to enrolment. It is the responsibility of the Admissions team dealing with the application to check whether or not the applicant has met this requirement. These requirements are detailed at <https://www.arts.ac.uk/study-atual/language-centre/english-language-requirements>. There are a number of exceptions to these University language requirements (for specific courses) and the applicant should refer to the Admissions team dealing with the application for exact requirements for a specific course of study or look at the entry requirements section on each course page on this website.

Applicants are advised to take their English test in their home country and submit the result with their application. This can then be assessed by the Course Leader/Admissions Tutor.

8. Admissions Process

8.1 Applications

Applicants may apply to the University through a number of routes dependent on the course being applied for, <https://www.arts.ac.uk/study-at-ual/how-to-apply> provides full details including deadlines for applications. It is the University's policy to give equal consideration to all applicants that apply by the application deadline for that course.

All applicants are required to indicate their nationality, country of birth and country of permanent residence as part of their application. In many cases the information

provided on the application form will enable the University to make a decision on the fee status of an applicant. Applicants can be assessed as eligible to pay either Home tuition fees or Overseas tuition fees. If the University considers an applicant's fee status to be unclear from the information provided in their application, the University will write to the applicant to ask for further information. The required information will need to be provided before an offer can be made. If, after receiving an offer, you believe that you have been incorrectly classified, please notify the Admissions Service immediately and prior to enrolment. We can only re-consider an applicant's fee status after enrolment in very exceptional circumstances. Please refer to the section entitled "Accepting an Offer" below for further information.

The University encourages visits to the institution and facilitates this through holding annual Open days for applicants who have not yet made an application, and then tailored days or alternatively a campus tour for those who are holding an offer of a place. These events are designed to allow potential applicants and applicants the ability to experience the university campus prior to a decision on whether to either make an application or accept one of our offers.

8.2 Selection and initial decision

All applications will be considered on an individual basis against the selection criteria published on the course pages on the University's website: in most cases, this will involve an interview, portfolio review, or a combination of these. In a small number of cases selection of applicants is made on the basis of references, portfolios or tests, without the need for interview. Selection processes will vary between courses, they are detailed at <https://www.arts.ac.uk/courses>

The process that will be followed for all applications received is detailed at: <https://www.arts.ac.uk/study-at-ual/how-to-apply/already-applied>

Once the selection process has been concluded an offer or an unsuccessful decision will be made.

8.3 Offer

Offers made may be Unconditional or Conditional. If Unconditional the applicant has met all the academic selection criteria for the course, if Conditional some criteria has still to be met, for example dependent on results of qualifications currently being studied for. Offers made to applicants who have applied directly to us or via a Recruitment Representative will be made in writing and will either be posted or emailed to the applicant. All offers will provide details of the University's enrolment terms and conditions which can be found here <https://www.arts.ac.uk/study-at-ual/how-toenrol>.

The University is committed to ensuring that offers will be in a clear, easy to understand form and will be consistent with the published entry requirements.

8.4 Offer to an Alternative Course

If the course team who are considering the application deem the application to be more appropriate to an alternative course of study an alternative course offer may be made. Applicants may be informed of this offer to an alternative course either at interview or by telephone in the first instance. The official notification of an alternate offer will be communicated via UCAS and/or an Offer letter. Applicants do not have to be considered for an alternative course and can opt out from this process at any point during the admissions cycle.

8.5 Accepting an Offer

If the applicant wishes to accept the offer of a place to study with us and has considered the terms and conditions of becoming a student this must be done by the required deadline which will have been notified to the applicant as part of the offer. A contract will only come into force when the Applicant has accepted the University's offer.

By accepting our offer of admission, applicants are accepting the University's decision in relation to their fee status and shall be liable to pay fees at the rate notified. This decision is made on the basis of the available information or evidence that you provided at the time. Once students have enrolled with the University, decisions on fee status can only be changed in respect of subsequent academic years in certain specific and exceptional circumstances. An agreed change in fee status will only take effect from the next academic year and will not be backdated. These exceptional circumstances include (but are not limited to) if you are granted refugee status in the UK or if you or a "relevant" family member becomes an EU national and you have met the relevant three-year residence requirement on the first day of the first academic year of your course. They do not include cases where students have not been able to demonstrate ordinary residence in the relevant area at the point this is requested. For further information please refer to the relevant part of the UKCISA website <https://www.ukcisa.org.uk/Information--Advice/Fees-and-Money/Home-or-Overseas-fees-the-basics> Please note these regulations are those in place at the time of writing but may change when the UK exits the European Union. Where students consider that our decision is incorrect, they are required to query this prior to accepting our offer of admission.

8.6 Unsuccessful Applications

The University reserves the right to refuse admission to applicants who have not met academic or non-academic entry requirements; where there is evidence that they are unable to meet the academic, professional or vocational requirements of the course or where the course applied for has reached full capacity, following consideration of all applications received by the relevant "equal consideration" deadline.

International students (who will be required to apply for a Tier 4 visa) may be withdrawn if they fail to meet UK Visa and Immigration statutory requirements; or where to make an offer would contravene UK Visa and Immigration Tier 4 Policy Guidance.

An applicant to a course of study should only be unsuccessful if there is no alternative course that can be offered. When advising an applicant that their application to a course of study has been unsuccessful where possible they will be advised of alternative courses within the University for which there are vacancies or to offer guidance if feedback is requested by the applicant.

If an application has been made through UCAS, following an unsuccessful decision it may be possible to use the Extra or Clearing processes (see www.ucas.com and below for further details).

8.7 Communication of Feedback

Requests for feedback should be made in writing by the applicant or someone that the applicant designates in writing to act on their behalf. Requests should be sent to the Admissions team dealing with the application in the first instance. The University endeavours to respond to all requests for feedback within 20 working days. If a school advisor writes to request feedback on the way in which they are preparing applicants to a college, the request should be referred to the Admissions team dealing with the application. Any subsequent correspondence related to a request for feedback must be referred to the Admissions team dealing with the application.

8.8 Confirmation

If an applicant accepts an offer conditional on examination results this offer can be confirmed when the results are available. For most UCAS applicants the results will be provided through UCAS:

<https://www.ucas.com/undergraduate/resultsconfirmation-and-clearing/sending-exam-results> details of other qualifications or those of direct applicants must be sent directly to the University within the time period specified, or the University may withdraw the offer. UCAS applicants for September entry who fail to provide their results by 31st August of the cycle in which they apply are not guaranteed that their place will be held. It is at the discretion of the individual course whether a course continues to confirm offers after this date. Confirmations may stop without warning at any point after this date.

Applicants who apply directly to the University (not through UCAS) will be given a deadline to meet their conditions and provide their results in their offer confirmation. This applies to both September entry and other entry points. Confirmation after the given date is at the discretion of the individual course.

Applicants who meet the conditions of their offer and have accepted the offer will have their offer amended to unconditional provided that their results are received before the relevant deadline.

Once an applicant's place has been confirmed at the University they will automatically be sent communications enabling them to enrol online.

Each year some applicants pass exams with better results than expected. The Adjustment process is for applicants who meet and exceed the conditions of their firm choice. It provides an opportunity for them to reconsider where and what to study. If you exceed the conditions of your accepted offer, you may consider

Adjustment if you wish to consider an alternative institution and course (see www.ucas.com for further details).

8.9 Clearing

For UCAS applicants who are not holding a place following their examination results this is an opportunity to be considered by institutions that have vacancies.

<https://www.ucas.com/undergraduate/results-confirmation-and-clearing/what-clearing>

Direct contact can be made to the University to discuss potential places. The University will advertise if there are places available from May.

8.10 Offer to enrolment period

During the period between offer and a student enrolling at the University, applicants will be provided with appropriate information to prepare them for their studies and the relevant information about how to enrol.

8.11 Discontinued Courses/Changes to Courses

In exceptional circumstances it may be necessary to discontinue a course during the application cycle. If so, the following process must be followed:

- The Admissions team dealing with the application will ensure that all applicants who have applied to the discontinued course are sent written notification, including the UCAS discontinued course form (where applicable). Where possible the applicant must be offered an alternative course within the University. However, the applicant has the right to withdraw themselves from application process at the University and apply for a course at a different institution;
- Applicants are given a date by which to respond. If no response is received the application will be withdrawn from the University.

If a course is discontinued after an applicant has accepted his/her offer the terms of the [enrolment terms and conditions](#) will apply.

8.12 Deferred Entry

Policy on deferred entry is made individually by each course and details will be made available in the course pages on the University website. In all cases, deferred places will only be held for one year.

Undergraduate applicants wishing to defer should indicate this on the UCAS application form when they apply to indicate that they wish to defer entry to the following year. Applicants who have applied for deferred entry and subsequently wish to cancel this request should contact the University as soon as possible. The University will re-consider all such applications, although it may not always be possible to amend an applicant's year of entry if all the places on a particular course have been filled. In accordance with UCAS regulations all applicants for deferred

entry must prove that they have met the conditions of any offer made to them by 31st August in the year in which they have applied to University. Any applicants who are unable to do this will be required to make a new application in the following admissions year and the University will consider this new application independently using the criteria for the new admissions year.

8.13 Re-application

There may be cases where applicants wish to re-apply to the University. The communication of the University's decision will give clear guidance to the applicant in cases of re-application, as follows:

- Applicants who decline an offer and who are not given a deferred place must reapply in the next or subsequent rounds of application. Applicants who have been previously offered a place (which has been declined) are not guaranteed an automatic offer in the next or subsequent rounds of application;
- Applicants who have been rejected and wish to reapply may do so, but they should be given guidance to the effect that even if they respond to the feedback given, they will not necessarily be successful in the next or subsequent rounds of application. This is because they will be assessed in the context of a new field of applicants.

8.14 Withdrawal of an offer or termination of enrolment

The offer of a place at the University is made on the basis that actions or statements by or on behalf of an applicant for entry are honest and accurate. The discovery of false information on the application form or in supporting information such as supporting statements or portfolios, any actions or omissions may lead to the offer of a place being withdrawn, or in the case of enrolled students to their enrolment being terminated (subject to the enrolment terms and conditions). Applicants should not omit any requested or relevant information, make any misrepresentation (for example, through plagiarism) or give false or misleading information at any point of the application process including after an offer is made. For UCAS applicants, UCAS operates a strict monitoring policy and will alert an Institution to any applications found to be fraudulent or misleading via the UCAS Similarity Detection Service.

The University shall have the right to investigate any allegation of misconduct by an applicant or student and may take disciplinary or other appropriate action where it decides that an act of misconduct has been committed. The University Registrar and Secretary must be consulted at an early stage in such investigations. If an applicant or student is found guilty of misconduct the University Registrar and Secretary may decide:

- In the case of an applicant, to withdraw the offer and/or bar the applicant from applying for the next Academic Year;
- In the case of an enrolled student, to expel the student from the University or suspend the student's enrolment, subject at all times to the enrolment terms and conditions.

An offer may also be withdrawn if it is no longer possible to accept the student owing to changes in government regulations, such as amendments to the immigration rules, or if insufficient numbers of applicants to a course mean that it is not reasonably commercially viable to run that course.

The University may also withdraw the applicant's offer if the applicant does not provide confirmation of their results within the specified time period.

8.15 Previous Students

The University welcomes applications from candidates who have previously studied at the University institution. Applications will be rejected where they are received from candidates who have been permanently excluded (expelled) from the University for disciplinary reasons.

9. Complaints and challenges to Admissions decisions

This information is applicable to applicants who wish to appeal the decision made on their application.

9.1 Scope of this Policy

The admissions process: The process of admissions relates to the period from initial enquiry to the completion of enrolment. Where a student has completed enrolment they should use the [Student Complaints Pages](#).

This complaints and challenges process covers applicants to all accredited Further Education, Undergraduate and Postgraduate courses, including research degrees delivered at the University. The process also covers admissions related to ERASMUS exchanges onto courses at the University.

Courses run through franchises would have their own internal processes for handling complaints and challenges but would follow UAL regulations. Collaborative courses with other institutions would follow the complaints and challenges process of the lead institution as defined in the contract.

The following is not covered by this Policy:

- Courses delivered by other institutions through the UALAB Awarding Body.
- Short courses delivered by UAL Short Courses.
- Any issues relating to another university department which may be better considered by that department's complaints process.
- Scholarships.
- Pre application management of enquires such as open days.

9.2 Definition of an Admissions Complaint or Challenge

A complaint is normally a specific concern related to a procedural error, irregularity or administrative error in the application process. Complaints can cover a wide

range of issues including the way in which an application has been handled, the outcome of the selection or fees classification, or the way in which an applicant has been interviewed. A complaint needs to be dealt with flexibly, quickly and as close as possible to the point in time at which it arises.

A challenge to an admissions decision is normally a request for a formal review of the outcome of a selection, the conditions of an offer or a fee assessment decision.

Challenges against academic judgement will not be considered. Academic judgment is defined as a judgement about a matter where only the opinion of an academic expert will suffice.

A challenge will only be considered if:

- There has been an irregularity in the conduct of the application process which was material enough to affect the outcome of the application; or
- If an applicant believes there was an irregularity in the processing of the Fee Assessment form which may have affected the outcome of the fee status.

9.3 Process of making a Complaint or Challenge

Concerns about an application can only be raised by a third party on behalf of an applicant where the applicant has given written consent for the third party to represent them and written consent has been given to the University to discuss the case with the third party.

9.4 Early Resolution

Most complaints or challenges can be resolved satisfactorily at an early stage. An applicant is encouraged to first raise their complaint or challenge with the member of staff initially responding to that issue and the member of staff initially responding to that issue is responsible for listening to the concerns in full, taking note of all relevant information. If the applicant is not content with the response given by the member of staff, they should be asked to make a formal complaint or challenge, the procedure for which is given below.

- Complaints or challenges must be made no more than 20 working days after the communication of the admissions decision or after the cause of the complaint arises or in the case of fee assessments, prior to enrolment in the year in which the course commences;
- A formal complaint or challenge should be made in writing, by email, to the Head of Admissions at admissions.complaints@arts.ac.uk;
- The Admissions Team will acknowledge receipt of the complaint or challenge within 5 working days;
- The Head of Admissions will ensure that an Admissions Investigator is appointed to investigate the case. The Admissions Investigator designated to deal with the case will have no prior involvement with the case;
- The Admissions Investigator will conduct an initial investigation within 5 working days. Where further evidence is required to support the complaint or challenge this must be received from the applicant within 10 working days of the request unless there is an exceptional reason as to why the required evidence cannot be provided. The Head of Admissions will consider the case and make a decision based on the facts and evidence provided and whether the Complaint or Challenge will be upheld and if any further action is needed

- Once all required evidence has been received from the applicant a written response to the applicant's complaint will be made formally within 10 working days. This written response will mark the completion of the Complaint or Challenge and the Head of Admissions will expect not to enter into further communications on the matter.
- Not all investigations will be able to meet the deadline; for example, some complaints or challenges are of a complexity which requires a more detailed investigation, or there have been unavoidable delays in obtaining relevant information to the case. Where there are clear and justifiable reasons for extending the timescale, the Head of Admissions will notify the complaint of such an extension giving reasons.

If an applicant is not satisfied with the decision reached by the Head of Admissions an appeal can be made to the University Secretary and Registrar in writing, either by email to admissions.complaints@arts.ac.uk within 10 working days of the decision. The University will only accept a complaint after this period in exceptional circumstances and at the discretion of the University Secretary and Registrar.

This may be allowed, at the discretion of the University Secretary and Registrar, on the following grounds:

- If, in the view of the University Secretary and Registrar, there is evidence of significant administrative or procedural error in the processing of the Complaint; and/or
- If, in the view of the University Secretary and Registrar, there is new evidence which the applicant was unable to provide as part of the Complaint and which may alter the decision. The reasons why this information was not available at the time of application must be given.

The University Secretary and Registrar will normally acknowledge receipt of the Appeal within 10 working days, and respond to the appeal within 20 working days of receipt. If for any reason the investigation continues beyond this deadline, the applicant is informed of the reason for the delay and when they can expect a decision.

Where a complaint is upheld (fully or partially), University Secretary and Registrar will inform the Admissions Service or the relevant academic department as to any actions to be taken. Any further actions or reconsideration to be taken will be communicated to the applicant directly via the Admissions Services or relevant academic department within 10 working days of receiving the University Secretary and Registrar's decision.

The University Secretary and Registrar's decision is final and no further appeal or review is permitted.

12. Admissions Staff Training

The University is committed to providing a professional admissions service and to ensuring that all admissions staff are fully trained in procedures and are kept aware of any changes in policy. As such, all staff involved in selecting or interviewing will have attended the Fairness in Selecting Students training for selection and interviewing. In most cases interviews will be conducted by two members of staff, but in the case of very small courses it is acceptable for one member of staff to conduct an interview.

11. Associated Policies and Procedures

11.1 Pre-payments, Refunds and Deferrals for International Students

International Applicants are required to pay a pre-payment of £2000 towards their university tuition fees. This pre-payment counts towards the full tuition fee owed and is not an additional fee. The pre-payment is refundable.

International students sponsored on Tier 4 visas must meet UK Visa and Immigration financial requirements which include course fees and maintenance. Full details can be found on the UK Border Agency website.

11.2 Diversity

The University Equality and Diversity Framework sets out what steps we will take to promote equality in relation to the protected characteristics covered under the Equality Act 2010.

To view the University of the Arts London Equality and Diversity Framework please click here: <https://www.arts.ac.uk/about-ual/public-information/equality-objectives-and-reports>

- The Equality Act 2010 requires Universities to have due regard to the need to:
 - Eliminate discrimination, harassment, victimisation;
- Advance equality of opportunity between persons who share a protected characteristic and persons who do not share it;
- Foster good relations between persons who share a protected characteristic and persons who do not share it.

In line with the provisions of the Act, the University will:

Not discriminate (directly or indirectly) against people in the arrangements we make for deciding who to admit or the terms of the admission;

- Make reasonable adjustments to our admissions practices, services and facilities in respect of disabled applicants;
- Have due regard to the need to eliminate unlawful discrimination, harassment and victimisation, including considering the needs of people with particular protected characteristics;
- Make efforts to encourage participation from under-represented group.

11.3 Widening Participation

The University believes that widening participation to art and design higher education is essential to realising the University's vision, and values, of innovating and stimulating creativity, and valuing diversity and respecting individuality.

We are committed to developing strong links with schools and FE colleges within greater London, whilst recognising our national and international leadership role in widening participation to the creative arts sector.

11.4 Disabled Applicants and those with Long Term Health Conditions

The University is committed to inclusion and equality. Our main aim is to remove disabling barriers that students face and support students to work as independently as possible. We make adjustments and provide support, so that disabled and dyslexic students can succeed on their courses. All staff involved in the admissions process have a responsibility to help to ensure that applicants feel comfortable about disclosing their disability-access needs at any stage in the admissions process. The Disability Service provides advice and support to assist staff in meeting disabled applicants' needs.

Applicants are invited to disclose their access needs at all stages of the application process (initial application, portfolio review/interview/audition, offer etc), but are encouraged to do so as early as possible in the application process to ensure that necessary support arrangements can be put in place during the admissions cycle and before they arrive at the University. The University is unable to accept responsibility for any delays in providing student support and reasonable adjustment if an applicant does not disclose this information at the point of application. In some instances, students may be advised that they are unable to participate on their course if they have not disclosed this information and if the University is at the point at which consideration for adjustment is not practicable.

Applications from students disclosing a disability or long term health condition are judged on the basis of the standard entry criteria for the applicant's chosen course and decisions are made purely on these criteria.

The reasons for inquiring about disability access needs are:

- To allow early discussion of any access arrangements the applicant might require, e.g. an interpreter at interview, or level-/lift access rooms;
- To ensure that the applicant can access further specialist advice and information if necessary, from the College/University Disability staff;
- For statistical monitoring purposes.

The Disability Service is happy to provide advice and guidance to all prospective applicants prior to them submitting their application. For full details about how the Disability Service works with students: <https://www.arts.ac.uk/students/student-services/disability-and-dyslexia>. There may be exceptional circumstances where an individual may be unable to undertake a course due to a physical, mental or learning disability. However, these will be assessed by the Disability Service and School/Faculty on an individual basis and, where possible, all reasonable adjustments will be made by the University.

Non-EU students will have an assessment of needs support as an integral part of the admissions process. Non-EU students may not receive the same, or any level of funding, in relation to their disability from the UK government and in this instance students are advised to contact the Disability Service to ensure that adequate funding can be obtained by the student.

For contact details and more information about how the Disability Service can help staff who are working with disabled applicants: <https://canvas.arts.ac.uk/sites/working-atual/SitePage/45674/disability-and-dyslexia>

11.5 Minors

The University is committed to supporting groups of students from a diverse range of backgrounds through the application process and in their transition to Higher Education.

With regard to the admission of minors who will be under 18 at the point of enrolment, applications to all courses will be assessed using the standard entry criteria for each course, irrespective of the applicant's age on entry. However a request to complete information around guardianship will be included routinely in any course offer made. Applicants who are under 18 should be aware that they are applying to study in an adult environment and there may be a small number of limitations for them at the University whilst they are under 18.

11.6 Criminal Convictions

Individuals who have been offered a place to study at the University are required to declare any **unspent relevant** criminal convictions upon acceptance of their offer.

11.6.1 What has to be declared?

The University will only ask about relevant, unspent criminal convictions.

"Relevant" is defined as 'unspent convictions for crimes involving drugs; and crimes against the person'.

Convictions that are "spent" (as defined by the Rehabilitation of Offenders Act 1974) or will be spent at the point of starting the course of study do not need to be declared. If you are uncertain if your conviction is spent, please seek independent legal advice.

11.6.2 Process for handling cases of declared relevant convictions

Applicants must, upon request, provide full details of any convictions which are not 'protected' under the amendments of the Exceptions Order 1975 (2013). If you have declared a relevant criminal conviction, the University may contact you to seek further information on the conviction. It may also be necessary to request additional information from third parties (such as a probation officer), however the University will always seek your consent before contacting such parties.

In considering individuals who have disclosed a relevant criminal conviction, the University needs to balance its duty of care to its staff and students with the duty

to consider applicants fairly. The University shall apply the following principles in such cases:

- The determination of the individual's academic suitability for a programme of study remains the responsibility of the relevant School or Course Leader;
- The decision of the individual's overall suitability for admission to the University should be taken by a body independent of that which determines academic suitability, but with due consultation;
- The main factor for consideration at this point is whether the individual's admission carries an unacceptable degree of risk to the University community, the individual in question or others with whom he/she may come into contact in the course of his/her studies;
- Information provided by the individual and others relating to criminal convictions will be treated in strictest confidence, and will only be disclosed to University staff who are directly involved in considering the associated risks. The disclosure of information about the student following admission and enrolment will be based on a 'need to know' principle (as determined by the University Secretary and Registrar);
- The collection, processing and consideration of information about criminal convictions must be done sensitively and with care, and with the knowledge and agreement of the individual.

One of the following decisions, or actions, will be made by the University:

- Request further information from the individual or a third party;
- Determine that the individual's offer is not made subject to further conditions relating to the criminal conviction. In such cases the University Secretary and Registrar will advise the individual accordingly;
- Determine that the individual's offer is made subject to further conditions, for example relating to access to accommodation services. In such cases the University Secretary and Registrar will contact the applicant to outline such conditions;
- To withdraw the offer. In this case the University Secretary and Registrar will contact the individual to inform them of the decision.

11.7 Applicants who have been in care

University of the Arts London welcomes and supports students who have been in local authority care, including those who are now mature students.

All students are entitled to support during their time at the University – further information is available at <https://www.arts.ac.uk/students/student-services> to see what is available.

When an application form is submitted, the appropriate box should be ticked to declare that an applicant has been or is currently in care. We will then contact the applicant to tell him/her what support is on offer.

We also use this information to keep in touch with applicants about other support available, helping to find the right people to talk to, throughout a student's time at University.

The 'Who Cares? Trust' provides advice for care leavers thinking of going to University, find out more at <http://www.propel.org.uk>

11.8 Data Protection

Data protection legislation places a responsibility on the University to control the processing of personal data, including sensitive personal data and applicants'/students' personal data. The categories of personal data that we hold, the purposes for which we process them and the identities of those to whom we may disclose them are set out in the University's privacy policy (as updated from time to time), which can be found here: <https://www.arts.ac.uk/study-at-ual/academic-regulations/student-regulations/studentprivacy-policy>

We will use the applicant's/student's personal data in accordance with our privacy policy and we will not enter into discussions with anyone about an application other than the applicant, unless the applicant has given the University written permission to discuss the application with a named person.

Further information on data protection can also be found on the Information Commissioner's website <https://ico.org.uk/>.

11.9 Freedom of Information

Under the Freedom of Information Act 2000, the University, along with other publicly funded bodies, is required to have a Publication Scheme. For full details of our scheme visit: <https://www.arts.ac.uk/about-ual/public-information/freedom-of-information>

11.10 Open Days

The University provides a range of opportunities for applicants before and post application to visit the University and the Colleges in order to understand the courses and facilities available <http://events.arts.ac.uk/>

11.11 Terms and Conditions

It is important that applicants and advisers are aware of the University's enrolment terms and conditions that will be legally binding on an applicant once the applicant accepts an offer of a place at the University. These can be found at: <https://www.arts.ac.uk/study-at-ual/how-to-enrol>