



MASTER THE GLOBAL
SPORTS INDUSTRY



UCFB|GIS*

Admissions Policy

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1. Purpose

- 1.1. The purpose of this policy is to provide information on how admissions to higher education provision at UCFB|GIS will be managed, and to ensure that all admissions decisions are taken in a fair, inclusive and equitable manner.

2. Scope

- 2.1 This policy applies to all potential students, whether planning to study at any UCFB|GIS campus or by distance learning.

3. Equality Impact

- 3.1 This policy is neutral in terms of equality related issues.

4. Introduction

- 4.1 UCFB|GIS is committed to providing a professional admissions service that is supported by fair and transparent admission policies and processes. These policies and processes underpin the delivery of academic quality at UCFB|GIS by setting clear standards for entry that are applied fairly and consistently.

- 4.2 Applications are considered on their own merit and potential, regardless of the background of individual applicants. UCFB|GIS recognises expectations of Office for Students and the precepts of the *Quality Assurance Agency Quality Code for Higher Education* (www.qaa.ac.uk/quality-code) as it applies to admission and recruitment. UCFB|GIS also recognises the following legislation as relevant to its admission processes:

1. The Equality Act (2010)
2. Freedom of Information Act (2000)
3. Relevant data protection laws
4. Human Rights Act (1998)
5. UKVI Student Visa Sponsor Guidance
6. CMA guidance on Consumer Law in relation to Higher Education

- 4.3 UCFB|GIS welcomes applications from motivated individuals with appropriate qualifications, whether traditional or non-traditional, academic or vocational.

5. Principles of Admissions

- 5.1 UCFB|GIS has the sole discretion to determine:
- the entry criteria for each course, which may include criteria defined by a Professional, Statutory and Regulatory body (PSRBs)
 - the admission of an individual applicant to a particular course against the entry criteria for that course

- 5.2 UCFB|GIS aims to admit applicants who have, in its judgement, a reasonable expectation of successfully completing the course within the normal completion period, and achieving at, or beyond, the standard required for the award.
- 5.3 UCFB|GIS will treat all applicants as individuals and equitably. Reasonable adjustments may be made to the admissions process to ensure that the needs of applicants with disabilities are met. Ethnicity, religion, gender, sexuality or any other protected characteristics will not be taken into account when making admissions decisions. The UCFB|GIS Academic Board reviews the relevant admissions data.
- 5.4 In considering individual applicants for admission to a course of study, UCFB|GIS will seek evidence of personal, professional and educational experiences that provide indications of potential and the likely ability to meet successfully the demands of the course.
- 5.5 In considering UCFB|GIS to undertake a course of study, applicants are aware that
- 5.5.1 Teaching, Learning and Assessment will be in the English language
 - 5.5.2 Teaching, Learning and Assessment will utilise current digital applications including MS office suite, Virtual Learning Environment (VLE) platforms, online-library databases, digitally enabled learning applications, etc.
 - 5.5.3 Student learning experience may also be enhanced through industry-led opportunities on UCFB campuses or at other sector relevant venues
- 5.6 All applicants will be treated courteously and UCFB|GIS will handle all applications as swiftly as is compatible with good decision-making. UCFB|GIS will comply with published admission deadlines and expect applicants to do the same.
- 5.7 UCFB|GIS reserves the right to refuse admission to any applicant whose application contains false or misleading information or whose personal statement contains a significant amount of non-original material.

6. Application process: Undergraduate courses

6.1 Entry Requirements

- 6.1.1 Each approved course of study will specify the requirements for admission by:
- a) identifying the knowledge and skills required at admission and relating these to the length, content, and objectives of the course;
 - b) describing the way in which these arrangements will accord with the standard of the award;
 - c) setting out the criteria and means by which the suitability of the candidate for admission will be judged;

- d) setting out, where appropriate, the procedures used in assessing any applications for advanced standing, including recognised prior accredited or experiential learning.

6.1.2 Academic Board will review and update entry requirements annually. Applicants should look at the course listings on the UCFB|GIS website as the source of accurate information on entry requirements.

6.1.3 Undergraduate academic entry requirements are also published on the UCAS website at www.ucas.com

6.1.4 The standard entry requirements are set out below. These are indicative, and individual applicants may be admitted on the basis of a wide range of qualifications and/or experience provided the principles of admission outlined above are met.

6.2 Entry qualifications for Undergraduate Courses

6.2.1 The minimum normal qualifications required for entry to Level 4 are GCSE passes at Grade C/Grade 4 in English Language and Mathematics (or equivalent), plus one of the following:

- a) 112 or 96 UCAS tariff points depending on the course applied for
- b) Any qualification at a suitable size and academic Level (Level 3 or above in the Qualifications and Credit Framework (QCF) for England, Wales and Northern Ireland, or its equivalent in the Scottish Credit and Qualifications Framework). This includes pre-Curriculum 2000 qualifications and a wide range of European and other international qualifications.
- c) Any appropriate overseas qualifications (see 3.12.5 below)

6.2.2 Applicants may be admitted without these qualifications, provided that they:

- a) demonstrate that they have achieved the required Level of knowledge and skills in other ways (e.g. experiential learning). These may be determined from a personal statement, by psychometric testing, through references, at interview or other processes deemed appropriate by UCFB.
- b) meet the entry requirements of courses validated by a Professional, Statutory or Regulatory Body (PSRB) (where this is relevant).

6.2.3 Entry criteria may specify a test or tests (such as tests of numeracy or literacy) that all applicants must take regardless of their existing qualifications. UCFB will keep details of applicants' performance in such additional means of assessment, to ensure that admissions decisions are made fairly and based on the appropriate criteria, and that appropriate feedback can be provided to all applicants.

- 6.2.4 In addition to any tests, UCFB may use interviews or other additional means of assessment where this is relevant and necessary to determine an applicant's potential or it is required by a professional body. UCFB will keep details of applicants' performance in such additional means of assessment, to ensure that admissions decisions are made fairly and based on the appropriate criteria, and that appropriate feedback can be provided to all applicants.
- 6.2.5 Entrants to Level 3 Foundation year courses must have at least 64 UCAS points and qualifications or experience that are acceptable for entry to higher education, but which may not meet the requirements for entry to Level 4 of a particular Honours degree course.
- 6.2.6 Where undergraduate courses have entry points at Level 5 or Level 6, specific criteria are set for these courses. Applicants who meet or exceed the entry criteria for Level 4, may also apply to have prior learning recognised through accreditation for experiential learning (APEL) or accreditation for prior certificated learning (APCL).
- 6.3 Other Conditions of entry
- 6.3.1 If an applicant has previously studied at UCFB and was withdrawn from their course of study through non-attendance or failure to progress, the decision of re-admittance is to be made by Head of Admissions and Course Leader.
- 6.3.2 The course applied for must be different from that previously studied.
- 6.3.3 One academic year must elapse between the time of withdrawal and any further applications for entry.
- 6.4 Interviews or other forms of assessments for admissions
- 6.4.1 Interviews or other relevant forms of assessments may be used to assess applications, either as part of the process for all applicants to a particular course, or in order to assess an applicant's suitability for the course where they are presenting non-standard qualifications or are presenting significant professional experience rather than qualifications at Level 3 or above. UCFB|GIS will keep details of applicants' performance in such additional means of assessment, to ensure that admissions decisions are made fairly and based on the appropriate criteria, and that appropriate feedback can be provided to all applicants.
- 6.4.2 Applicants will normally be sent interview dates by email.
- 6.4.3 Members of academic staff, from the course applied to, will conduct interviews, or additional assessment procedures. The interview will take place in an appropriate environment and where the applicant can speak confidentially.
- 6.4.4 Applicants seeking reasonable adjustments to their interview/assessment should contact the Admissions Team once they have received their

invitation to attend. The Admissions Team will liaise with the interviewing tutor and Student Services regarding their needs. Applicants should ensure they have provided the Admissions Team with details of their needs at least two weeks before the scheduled interview date.

- 6.4.5 Interviews may be conducted via Teams or similar video conferencing, when travel to an interview is impractical for the applicant, for example, the applicant lives outside the UK.

6.5 Decision process

- 6.5.3 Applicants who do not meet the minimum entry requirements are automatically considered for an alternative course, where such an alternative exists. This may include entry onto a Foundation year for undergraduate courses.
- 6.5.4 If an application is rejected, the reasons for rejection will not be provided automatically. Any applicant seeking reasons for rejection or interview feedback, should contact the Admissions Team in the first instance. UCFB does not respond to requests for feedback from third parties. If an unsuccessful applicant wishes to submit a new application in a subsequent admissions cycle, they are welcome to seek advice and guidance from the Admissions Team.
- 6.5.5 Applicants will usually receive communication of the interview/assessment decision within five working days of completion of the full interview process.
- 6.5.6 All application outcomes are communicated to the applicant by email. Applicants who have applied through UCAS, can view the progress of their application on UCAS Track. Offer emails will list each condition (if applicable) and state when the conditions must be met by. Applicants who do not understand the conditions of their offer should contact the Admissions team for clarification.
- 6.5.7 Applicants who have applied through UCAS are required to accept or decline their offer online via UCAS Track. The offer and applicant decision are recorded on the UCFB student management system.
- 6.5.8 UCFB|GIS expects that each applicant will submit a complete and comprehensive application at the point of first submission.

6.6 Deferred entry

- 6.6.1 For undergraduate courses, deferred entry can be selected at the initial application stage or requested after all conditions of an offer have been met. Applicants must email the Admissions team to request a deferral in the latter instance.
- 6.6.2 On occasion deferral requests may be refused due to anticipated changes to the course entry requirements, or course details in the next admissions cycle.

- 6.6.3 Undergraduate Applicants can defer their offer for one academic year only. The agreement to defer acceptance of a place forms a new student contract.
- 6.7 Recognition of prior learning
- 6.7.1 UCFB|GIS has the discretion to admit applicants with exemption from certain elements of a course, where such applications are reviewed and approved by its Awarding Body. This will occur when an applicant can fully evidence they have already fulfilled some of the requisite learning outcomes by means other than attendance on the planned course. In such cases, they will be able, by completing the remaining requirements, to fulfil the learning outcomes of the course and to attain the standard required for the award. For Undergraduate courses, such applications should be made directly to UCFB.
- 6.7.2 The amount of exemption from certain elements of the course will be set by the Awarding Body within the published Academic Regulations, and can be amended by the Awarding Body at their discretion.
- 6.8 Accreditation of Prior Certificated Learning (APCL)
- 6.8.1 Accreditation of Prior Certificated Learning (APCL) for qualifications and/or HE credits achieved within the previous five academic years, may be accepted for advanced standing. Applicants must provide certificates and full transcripts for consideration by the relevant course leader.
- 6.8.2 Where an applicant presents Certificated Learning that includes supervised work experience, this may be judged to have satisfied, wholly or in part, the aims of supervised work experience on a UFB/GIS course. In considering such applications UCFB|GIS will assess:
- a) the quality of the training or supervised work experience previously undertaken;
 - b) the relevance of the training or supervised work experience to the course to which the student is to be admitted;
 - c) the quality of the supervision and assessment of the training or supervised work experience;
 - d) whether the granting of such specific credit will enable the student to satisfy the professional or other requirements required of the supervised work experience within the course.
- 6.8.3 An applicant will not be granted advanced standing of more than two-thirds of the total credit of the course to which they have applied. Advanced standing/articulation agreements with third party learning providers may be available from UCFB-GIS on request. UCFB-GIS will, by exception, consider any application supported with detailed evidence of

the learning and/or experience achieved by the applicant, up to the maximum two-thirds credit

6.8.4 Admission with academic credit is otherwise subject to the same principles as standard admission.

6.9 Accreditation for Prior Experiential Learning (APEL)

6.9.1 Where applicants' prior uncertificated learning includes experience and/or professional/industrial training that can be assessed with sufficient accuracy, it may be used to give entry with either specific or general credit.

6.9.2 In assessing for admission to a course with advanced standing in respect of accredited experiential learning, UCFB|GIS will have regard to, among other things, the following:

- a) Responsibility rests with the applicant making a claim, to demonstrate they have acquired the required knowledge and skills and for providing supporting evidence. UCFB|GIS will record what evidence is provided.
- b) The applicant must identify how they meet the entry criteria through experiential learning.
- c) The identification of prior learning is derived from systematic reflection on experience, the writing of clear statements about learning content and the collection and collation of evidence to support those statements.
- d) The methods of assessment must be such that external examiners and Assessment Boards can consider the judgements made.

6.10 Document verification and fraud

6.10.1 All qualifications used to determine entry are verified for authenticity so that UCFB can determine that applicants have met the conditions of their offer of admittance

6.10.2 Undergraduate applicants whose results are not confirmed via UCAS should send proof of their results to the Admissions Team as soon as those results are available and expect to present the original documents and certificates when they enrol at the start of their UCFB|GIS course

6.10.3 All international qualifications are checked for academic comparability using the UCFB|GIS comparison guide or the UK ENIC qualifications database. The Admissions Team has access to UK ENIC training materials and guidance on the evaluation and verification of international qualifications. If it is suspected that the qualification is not genuine, and it is not possible to verify the qualification by other means, the UK NARIC counter fraud check may be engaged.

- 6.10.4 If the Admissions Team are concerned that a reference may not be genuine, we will verify the reference by contacting the referee, using the contact details provided. If reference has been falsified, the application will be rejected.
- 6.10.5 UCAS routinely screens applications for false, misleading and/or missing information, and personal statements for patterns of similarity. UCAS's Fraud and Similarity Detection service will notify both the applicant and UCFB|GIS if an application is found to contain evidence of fraud or plagiarism. UCAS's aim in completing this exercise is to "avoid anyone gaining from an unfair advantage and securing a place by deception".
- 6.10.6 Where a personal statement is flagged for containing similar sentences to other personal statements, UCFB|GIS will request a new personal statement. For courses with a PSRB requirement, UCFB|GIS reserve the right to take this into consideration and offer an alternative course. If there is significant evidence of fraud or plagiarism, this will result in the application being rejected.
- 6.10.7 The submission of false qualification documents, whether UK or international, will result in the application being rejected.
- 6.10.8 Where an application is deemed to be fraudulent, we reserve the right to pass information to interested parties which may include, but is not restricted to: UCAS, the Student Loan Company, and UKVI. Applicants with disabilities or specific learning differences.

7. Application process: Postgraduate courses

7.1. Entry requirements

- 7.1.1. Each approved course of study will specify the requirements for admission by:
- a) identifying the knowledge and skills required at admission and relating these to the length, content, and objectives of the course;
 - b) describing the way in which these arrangements will accord with the standard of the award;
 - c) setting out the criteria and means by which the suitability of the candidate for admission will be judged;
 - d) setting out, where appropriate, the procedures used in assessing any applications for advanced standing, including recognised prior accredited or experiential learning.
- 7.1.2. Academic Board will review and update entry requirements annually. Applicants should look at the course listings on the UCFB|GIS website as the source of accurate information on entry requirements.

7.1.3. The standard entry requirements are set out below. These are indicative, and individual applicants may be admitted on the basis of a wide range of qualifications and/or experience, provided the principles of admission outlined above are met.

7.1.4. The minimum qualifications required for entry to Level 7 postgraduate taught courses are usually:

- a) an Honours degree in a relevant subject (further information regarding what constitutes a relevant subject can be found on the course pages); or
- b) a Higher National Diploma in a relevant subject and a minimum of three years post-qualification experience in a relevant field, or
- c) a professional qualification recognised as equivalent to an Honours degree, or
- d) appropriate equivalent skills and experience.

7.2. Interviews or other additional means of assessment

7.2.1. Interviews or other additional relevant means of assessment may be used to assess applications, either as part of the process for all applicants to a particular course, or in order to assess a particular applicant's suitability for the course where they are presenting non-standard qualifications or significant professional experience rather than qualifications at undergraduate degree level. UCFB|GIS will keep details of applicants' performance in such additional means of assessment, to ensure that admissions decisions are made fairly and based on the appropriate criteria, and that appropriate feedback can be provided to all applicants.

7.2.2. Applicants will normally be sent interview details by email.

7.2.3. Members of academic staff, from the course applied to, will conduct interviews/assessments. The interview will take place in an appropriate environment and where the applicant can speak confidentially.

7.2.4. Applicants seeking reasonable adjustments to their interview/assessment should contact the Admissions team once they have received their interview information. The Admissions team will liaise with the interviewing tutor and Student Services regarding their needs. Where possible, applicants should ensure they have provided the Admissions team with details of their needs at least two weeks before the scheduled interview/assessment date.

7.2.5. Interviews may be conducted via Teams or similar video conferencing, when travel to an interview is impractical for the applicant, for example, the applicant lives outside the UK.]

7.3. Decision process

- 7.3.1. Applicants who do not meet the minimum entry requirements are automatically considered for an alternative course, where such an alternative exists.
- 7.3.2. If an application is rejected, the reasons for rejection will not be provided automatically. Any applicant seeking reasons for rejection or interview feedback, should contact the Admissions Team in the first instance.
- 7.3.3. UCFB|GIS does not respond to requests for feedback from third parties.
- 7.3.4. If an unsuccessful applicant wishes to submit a new application in a subsequent admissions cycle, they are welcome to seek advice and guidance from the Admissions Team.
- 7.3.5. Applicants will usually receive communication of the interview decision within five working days of completion of the full interview process.
- 7.3.6. All application outcomes are communicated to the applicant by email. Postgraduate applicants are expected to accept or decline the conditions of their offer within a month.
- 7.3.7. UCFB|GIS expects that each applicant will submit a complete and comprehensive application at the point of first submission.

7.4. Deferred entry

- 7.4.1. Some courses allow applications for deferred entry.
- 7.4.2. To secure a deferred place, applicants should complete the full application process and meet the conditions of the offer made to them by the deadline in their offer letter.
- 7.4.3. Applicants who wish to defer after receiving their offer, must email their request to the Admissions team.
- 7.4.4. Deferral requests may be refused due to anticipated changes to the course entry requirements, or course delivery in the next admissions cycle.
- 7.4.5. For Postgraduate applicants, the Admissions Team will contact deferred applicants in the summer of the following admissions cycle to re-issue the deferred offer and request confirmation of acceptance by a specific date.

7.5. Recognition of prior learning

- 7.5.1. UCFB|GIS has the discretion to admit applicants *with exemption* from certain elements of a course, where such applications are reviewed and approved by its Awarding Body. This will occur when an applicant can evidence they have already fulfilled some of the requisite learning outcomes by means other than attendance on the planned course. In such cases they will be able, by completing the remaining requirements,

to fulfil the learning outcomes of the course and to attain the standard required for the award. For postgraduate courses, such applications should be made directly to UCFB|GIS.

7.5.2. The amount of exemption from certain elements of the course will be set by the Awarding Body within the published Academic Regulations and can be amended by the Awarding Body at their discretion.

7.6. Accreditation of Prior Certificated Learning (APCL)

7.6.1. Accreditation of Prior Certificated Learning (APCL) for qualifications and/or HE credits achieved within the previous five academic years, may be accepted for advanced standing. Applicants must provide certificates and full transcripts for consideration by the relevant Postgraduate Dean or Director.

7.6.2. Where an applicant presents Certificated Learning that includes supervised work experience, this may be judged to have satisfied, wholly or in part, the aims of supervised work experience on a UFB/GIS course. In considering such applications UCFB|GIS will assess:

- a) the quality of the training or supervised work experience previously undertaken;
- b) the relevance of the training or supervised work experience to the course to which the student is to be admitted;
- c) the quality of the supervision and assessment of the training or supervised work experience;
- d) whether the granting of such specific credit will enable the student to satisfy the professional or other requirements required of the supervised work experience within the course.

7.6.3. An applicant will not be granted advanced standing of more than two-thirds of the total credit of the course to which they have applied. Advanced standing/articulation agreements with third party learning providers may be available from UCFB-GIS on request. UCFB-GIS will, by exception, consider any application supported with detailed evidence of the learning and/or experience achieved by the applicant, up to the maximum two-thirds credit.

7.6.4. Admission with academic credit is otherwise subject to the same principles as standard admission.

7.7. Accreditation of Prior Experiential Learning (APEL)

7.7.1. Where applicants' prior uncertificated learning includes experience and/or industrial/professional training that can be assessed with sufficient accuracy, it may be used to give entry with either specific or general credit.

7.7.2. In assessing for admission to a course with advanced standing in respect of accredited experiential learning, UCFB|GIS will have regard to, among other things, the following:

- a) Responsibility rests with the applicant making a claim, to demonstrate they have acquired the required knowledge and skills and for providing supporting evidence. UCFB|GIS will record what evidence is provided
- b) The applicant must identify how they meet the entry criteria through experiential learning.
- c) The identification of prior learning is derived from systematic reflection on experience, the writing of clear statements about learning content and the collection and collation of evidence to support those statements.
- d) The methods of assessment must be such that external examiners and Assessment Boards can consider the judgements made.

7.8. Document verification and fraud

7.8.1. All qualifications used to determine entry are verified for authenticity so that UCFB|GIS can determine that applicants have met the conditions of their offer of admittance.

7.8.2. All postgraduate applicants should send proof of their results to the Admissions Team as soon as those results are available and they should expect to present the original documents and certificates when they enrol at the start of their UCFB|GIS course.

7.8.3. All international qualifications are checked for academic comparability using the UCFB|GIS comparison guide or the UK ENIC qualifications database. The Admissions team has access to UK ENIC training materials and guidance on the evaluation and verification of international qualifications. If it is suspected that the qualification is not genuine, and it is not possible to verify the qualification by other means, the UK NARIC counter-fraud check may be engaged.

7.8.4. Where a personal statement is identified as containing similar sentences to other personal statements, UCFB|GIS will request a new personal statement. For courses with a PSRB requirement, UCFB|GIS reserve the right to take this into consideration and offer an alternative course. If there is significant evidence of fraud or plagiarism, this will result in the application being rejected.

7.8.5. The submission of false qualification documents, whether UK or international, will result in the application being rejected.

- 7.8.6. Where an application is deemed to be fraudulent, UCFB|GIS reserves the right to pass information to interested parties which may include, but is not restricted to: the Student Loan Company, Awarding Body, and UKVI.

8 Applicants with disabilities or specific learning differences

- 8.1. We are *committed* to welcoming applications from prospective students with disabilities or specific learning needs. All applicants are given equal consideration on the basis of their academic merit and potential.
- 8.2. Information about disabilities and specific learning needs is collected through the UCFB|GIS direct application system. This information is used to assist the identification of support needs. It does not contribute to the academic decision whether to make the applicant an offer.
- 8.3. The UCFB|GIS Wellbeing Team works with the relevant academic team to establish the demands of the course and consider the applicant's support needs in light of the course content.
- 8.4. For further details applicants should refer to the UCFB|GIS Disability Policy

9 Applicants who are under 18 at the start of the course

- 9.1. UCFB|GIS admits students on the basis of individual merit and does not discriminate on grounds of age.
- 9.2. The UCFB|GIS [Admission of Students Under the Age of 18 Policy](#) sets out institutional arrangements for the admission and enrolment of applicants under the age of 18. The policy explains how UCFB|GIS fulfils its obligations and meets any additional needs of applicants in relation to support and wellbeing.

10 International applicants to on-campus courses based in the UK

- 10.1. UCFB|GIS is unable to accept applications for courses delivered at its Manchester and Wembley campuses from individuals who require a Student Visa to study in the UK.
- 10.2. The institution will consider applications to study at its Manchester and Wembley campuses from individuals holding UK immigration documentation that demonstrates the right to study in the UK without a Student Visa.
- 10.3. International applications are welcomed for all UCFB|GIS Distance Learning and Distance Learning (with attendance) courses.

11 Applicants declaring criminal convictions

- 11.1. UCFB|GIS is committed to equal opportunities and aims to provide a supportive and positive environment. However, UCFB|GIS also has a responsibility to provide a safe environment for its staff, students, visitors and local community.

- 11.2. Applicants will only be required to disclose their criminal record if they are currently subject to any licence condition or monitoring restriction that could affect their ability to successfully complete their studies.

All declarations are assessed through the relevant policy of the Awarding Body.
<https://www.uel.ac.uk/sites/default/files/5747.pdf>

- 11.3. Failure to declare information about a conviction or pending court case or supplying untrue or inaccurate information about a conviction or pending court case may lead to an offer of a place or enrolment on the course to be withdrawn at any time.

12 Applicants with disabilities or specific learning differences

- 12.1. We are committed to welcoming applications from prospective students with disabilities or specific learning needs. All applicants are given equal consideration on the basis of their academic merit and potential.
- 12.2. Information about disabilities and specific learning needs is collected through the UCFB|GIS direct application system. This information is used to assist the identification of support needs. It does not contribute to the academic decision whether to make the applicant an offer.
- 12.3. The UCFB|GIS Student Support Team works with the relevant academic team to establish the demands of the course and consider the applicant's support needs in light of the course content.
- 12.4. For further details applicants should refer to the [Appendix B: UCFB|GIS Declared Disability Policy](#).

13 Complaints and Appeals Procedures

- 13.1. These procedures outline the way UCFB|GIS handle appeals and complaints. Applicants will not be discriminated against in any further application should they make an appeal or complaint.
- 13.2. The Admissions Appeals and Complaints Procedures cannot be used where UCFB|GIS admissions decisions resulted from:
- a) A failure on a student's part to fulfil academic requirements
 - b) A failure on a student's part to fulfil non-academic requirements, for example, an unsatisfactory DBS Enhanced Disclosure or an unsatisfactory health check
 - c) A reference from a third party, such as a provider of a work or training placement, which forms an integral part of the course to which an applicant has applied

13.3. Appeals Procedure

- 13.3.1. An appeal is defined as a request for a formal review of the outcome of a **decision**. An appeal against an Admissions decision should normally be raised in writing to the Resolutions Officer at UCFB|GIS (email complaints@ucfb.com) within **10 working days** of the decision being made. Please use Admissions Appeal Form accessed [here](#).
- 13.3.2. An appeal cannot be made against the academic judgement made by the UCFB|GIS Admissions Team. An appeal can be requested against the following grounds:
- information was that was unavailable at the time of original application is now available
 - there has been a misinterpretation of information or data contained within the original application
 - there is evidence of unjustified discrimination or bias against the applicant.
- 13.3.3. An appeal application will indicate on what grounds is the appeal based along with all relevant documentary evidence. Admission Appeal Form can be accessed [here](#).
- 13.3.4. If the initial assessment finds that there is no substantive case, then the appeal will be rejected, and the applicant informed of the decision with reasons for the judgement. The decision will be final.
- 13.3.5. If there is a substantive case to be investigated further, the Resolutions Officer will coordinate with the Admissions Manager to check that all information on the admissions application has been taken into account, that there was no misinterpretation of the information and that procedures were followed correctly.
- 13.3.6. The Resolutions Officer will usually respond within 10 working days, detailing whether the appeal has been rejected or upheld. Applicants should note that if the appeal has been rejected on academic grounds, they cannot appeal the decision.
- 13.3.7. If the applicant remains dissatisfied with the outcome of the appeal, they may request a formal review stating the grounds for the review. This should be in writing to the Resolutions Officer at UCFB|GIS (email complaints@ucfb.com) within **5 working days** of the decision being made.
- 13.3.8. The Resolutions Officer will facilitate a Panel Review (Stage 2) alongside the Head of Admissions and an independent senior officer (Academic Dean/Director) of UCFB|GIS.
- 13.3.9. A Stage 2 review of the admissions application and decision will usually be completed **within 30 working days of receipt** of the request to review the

original Appeal decision. The Resolutions Officer will communicate the final outcome of the review to the applicant within this period.

13.4. Complaints Procedure

13.4.1. A complaint is a significant concern about how a **process or service** has been delivered. A complaint about the Admissions process or service should normally be raised in writing to the Resolutions Officer at UCFB|GIS (email complaints@ucfb.com) within **14 days** of the admissions decision being made. (Note: This timeframe is to explore a timely resolution of any issues that may impact on a prospective student's opportunity to apply for HE study).

13.4.2. A complaint relating to the admissions process or service received by an applicant may cover

- inconsistencies in the handling of the application or other such procedural irregularities.
- accuracy or quality of information provided in person, on the phone, online or in printed material.
- service provided by UCFB at internal or external events including UCAS Fairs, UCFB Open days, UCFB taster days, school visits or campus visits. –
- accuracy or quality of information, advice or guidance provided in relation to admissions, scholarships, entry requirements or other related advice.

13.4.3. The complaint raised will follow the UCFB|GIS Complaints process and be facilitated by the Resolutions Officer. For further details applicants should refer to the [UCFB|GIS Complaints Policy](#).

13.5. Decisions concerning criminal convictions

13.5.1. In the case where a decision to reject an applicant is concerned with a criminal conviction, a formal route exists whereby an applicant rejected following an assessment of his/her convictions can apply to the Head of Student Support (or nominee) for a review on the grounds of procedural irregularity, prejudice or bias, or extenuating circumstances. The decision of the Head of Student Support (or nominee) is final.

13.5.2. Such an appeal/complaint would be facilitated by the Resolutions Officer and be classed as a Stage 2 appeal/complaint within the relevant process. It is expected that conclusion of any such appeals/complaints will be within the normal timeframes.

13.6. Decisions concerning disability or special educational needs

13.6.1. In the case where UCFB|GIS has not been able to offer a place to an applicant following an assessment of support needs, a formal route exists

whereby an applicant can apply to the Head of Student Support (or nominee) for a review on the grounds of procedural irregularity, prejudice or bias, or extenuating circumstances. The decision of the Head of Student Support (or nominee) is final.

- 13.6.2. Such an appeal/complaint would be facilitated by the Resolutions Officer and be classed as a Stage 2 appeal/complaint within the relevant process. It is expected that conclusion of any such appeals/complaints will be within the normal timeframes.