



University Admissions Policy
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1. PURPOSE

1.1. What the University is aiming to achieve

- (a) This policy outlines the admissions process and practice across undergraduate and postgraduate taught programmes at City, University of London.
- (b) The University aims to admit students of the highest calibre, who have the academic potential and the personal motivation to succeed on our rigorous courses. The University encourages applications from applicants from all backgrounds and it evaluates the potential of each applicant individually and on their own merits.

1.2. Our role in a changing sector

- (a) The University is proud to be a diverse, inclusive and global community; committed to providing a fair admissions system that reflects this. This means the University will provide equal opportunity for all individuals, regardless of background, to gain admission to a course suited to their motivation and potential.
- (b) The University will ensure that the entry requirements are appropriate for the academic needs of the programmes and for the students the University seeks to attract to them.
- (c) The University is committed to developing its processes and improving the skills and understanding of its staff, to provide equal opportunities for all students to achieve.
- (d) The admissions policy will continue to strive to be fair and transparent.

1.3. The scope of this policy

- (a) This policy reflects all the admissions activity across undergraduate and postgraduate taught programmes at City, University of London. The policy includes all the details applicants need to know about the University's admissions processes and outlines how the University's admissions activity demonstrates the following principles:
 - We are committed to providing a fair, effective and professional admissions service informed by the indicators set out in the Quality Assurance Agency (QAA) Quality Code, B2, *Recruitment, Selection and Admission to Higher Education*, and the good practice guides published by Supporting Professionalism in Admissions (SPA).
 - We will provide clear and useful information on our entry requirements and admissions processes.
 - We will update our information and processes on an annual basis, aiming to do this in September each year.
 - We will endeavour to operate an admissions procedure that is fair, transparent and consistent, whilst being compliant with all relevant legislation and regulations.
 - We will strive to admit only suitably qualified applicants who have the ability to complete their programme of study successfully.
 - We are committed to Widening Participation and fair access, and encourage applicants from all social and cultural backgrounds.
 - We will provide an admissions function which seeks to serve the best interests of our applicants and assists the University in meeting its strategic aims.

- (b) We will ensure all staff in admissions roles are well informed, customer-focused and regularly trained to understand the needs of our applicants and to be compliant with relevant procedures and processes.
- (c) The policy is managed by the Head of Admissions and approved by the University Senate, chaired by the President of the University. The policy is reviewed on an annual basis.

2. ADMISSIONS RESPONSIBILITY AND STRUCTURE

2.1. Structure of the team and personnel

- (a) Responsibility for admissions at City is led by the Head of Admissions, within the Directorate of Student and Academic Services, under the direction of the Associate Director (Student Administration & Registry Services), and overall from the Deputy President and Provost.
- (b) The University Admissions Office (UAO) is responsible for the oversight of all undergraduate (UG) admissions activity – with the resourcing of all activity in the City Law School, the School of Arts and Social Sciences and the School of Mathematics, Computer Science and Engineering. The UAO provides an advisory role to colleagues in Cass Business School and the School of Health Sciences. Applicants can find a full list of admissions [contacts here](#).
- (c) Decisions on applications are made by a fully trained, experienced Admissions Officer; using clear parameters set out by Admissions Tutors in each of the five Schools. If the Admissions Officer is unable to reach a decision on the basis of the information provided, the application may be escalated to the Senior Admissions Officer or Admissions Manager.
- (d) Where an application requires any form of academic judgement, professional colleagues will work with the relevant Admissions Tutor.
- (e) Postgraduate taught admissions activity is managed within schools; with guidance and support from the UAO. Decisions on applications are made by fully trained and experienced professional staff, using clear parameters set out by academic colleagues. Typically these professional staff would be an Admissions Officer or a Course Officer.
- (f) If the professional staff are unable to reach a decision on the basis of the information provided, the application may be escalated to more senior colleagues; most likely a Senior Admissions Officer, Course Operations Manager or Head of Academic Services.
- (g) Where an application falls outside of defined academic criteria, professional colleagues will work with the key academic point of contact within the relevant Department or School. This is typically a Programme Director.

2.2. Partner institutions

City, University of London has a number of approved partners. Where the University receives students directly from these partners, this policy has been shared for consideration and approval. All students who join the University directly from these partners will be required to comply with this Admissions Policy.

2.3. Agents

- (a) As outlined in section 8 of this policy, the University (excl. Cass Business School) currently has over 100 education agents in all regions of the world to assist students in making an application to City. The University carefully selects agents through a rigorous set of checks to ensure that they comply with all relevant legislation and provide a good service to students.
- (b) This policy has been shared with agents across our network and these agents are encouraged to ensure their clients act with knowledge of the policies and processes outlined in this document.

3. APPLYING TO CITY, UNIVERSITY OF LONDON: OUR COMMITMENT TO YOU AND COMPLIANCE WITH CODES AND REGULATION

3.1. Schwarz review, QAA and SPA

- (a) This policy takes note of the best practice within the sector and uses the recommendations of three independent authorities on the subject.
- (b) The 'Schwartz Review' guides the principles outlined in this policy – following on from a Government report on Admissions to Higher Education, led by Professor Steven Schwartz in 2004: transparency, minimising barriers to entry, selecting for merit, potential and diversity, professionalism and using assessment methods that are reliable and valid.
- (c) The admissions policy also complies with the guidance set out within the [QAA UK Quality Code for Higher Education](#) on recruitment, selection and admission to higher education.
- (d) Lastly, Supporting Professionalism in Admissions (SPA) have provided an independent voice on UK HE admissions for a number of years and this policy follows their best practice guidance on universities enhancing and maintaining excellence through admissions.

3.2. Competition and Markets Authority requirements

- (a) The University complies with the requirements of the Competition and Markets Authority (CMA). For the purpose of this regulation, City is a 'trader' and its students are 'consumers'.
- (b) City is clear about three main areas in particular:
 - The [Terms and Conditions for Study at City, University of London](#) governs the Institution's dealings with students and form a contract between City and its students in relation to their studies. These Terms and Conditions provide a summary of the regulatory framework and key terms on which an agreement is entered to with the University. Applicants are therefore strongly encouraged to familiarise themselves with the document.
 - The University provides information which is accurate, easy to find and useful for the students to make an informed choice.
 - The University sets out an accessible, clear and transparent complaints policy for students, as set out in section 9 of this admissions policy.

3.3. Senate regulations

Senate is the academic authority responsible for the maintenance of academic quality and standards. According to the City's [Royal Charter](#), Senate has delegated authority from the Council to provide guidance and advice on academic matters.

3.4. The General Data Protection Regulation (GDPR)

- (a) City will handle your personal data in accordance with the provisions 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.
- (b) City's Privacy Notice for past, present and prospective students of City is [available here](#). This Privacy Notice explains how City collects, uses and shares the personal data of prospective students, and of their rights in relation to the personal data City holds.
- (c) City is committed to ensuring compliance in this area and has detailed our approach and [the impact on applicants here](#).

3.5. Freedom of Information (FOI)

The University co-operates with all FOI requests and anything in relation to admissions should be to foi@city.ac.uk

4. THE APPLICATION PROCESS

4.1. Deadlines

Across the University there are differing deadlines, depending on the course and the start date. Applicants and advisors are encouraged to see the most up-to-date information by looking on the relevant course page on the University website. Applying earlier on in the application cycle is always encouraged.

4.2. Assessment timelines

- (a) Across the University there are differing timelines for assessment, depending on the course and the start date. Where applications are submitted with all the requisite detail to make an informed decision, the University will aim to provide decisions on these applications swiftly. The University does not make guarantees on the speed in which applicants can expect a decision on their application.
- (b) On some of the most competitive courses, there are some 'gathered field' processes in place. In these instances, the University will group applications together over a period of time, before communicating decisions via email.
- (c) Where applications require further information, or, assessment, this will inevitably delay the time it takes to provide applicants with a decision.

4.3. What the applicant will receive from the University

- (a) The University is committed to making sure applicants have all the details they need to make an informed decision on where to study. As such, the University will endeavour to provide applicants with useful, timely and helpful communication specific to their course of interest and the wider university. This is typically via email.
- (b) More information on what communication applicants can expect from the University can be found in section 8 of this document.

4.4. Interviews and assessment

- (a) In the School of Health Sciences, all applicants (UG/Postgraduate Diploma) to courses in Language and Communication Sciences, Midwifery, Nursing and Radiography will be invited to attend an Assessment Session and/or Selection Day. In some cases, courses run two stage processes and applicants may be required to attend both an Assessment Session and a Selection Day. Full details on these assessments can be [found here](#).
- (b) Interviews or Selection Days for suitable applicants may also take place in other Schools for both undergraduate and postgraduate taught courses. Where this is the case, this will be detailed on the relevant course page on our website and applicants will be informed of this in writing during the application stage.
- (c) At the time of writing these assessment and selection events exist in the following areas: BA Journalism, BSc Midwifery, BSc Nursing, BSc Radiography, BSc Speech and Language Therapy, DPsych Counselling Psychology, MA Journalism, MSc Organisational Psychology, MA Publishing

4.5. Applicant visits (Undergraduate)

- (a) All undergraduate applicants will have an opportunity to visit the University. Across all Schools (excluding most of the School of Health Sciences and the Department of Journalism – where other arrangements apply) the applicant will be invited to an Applicant Day. This gives the applicant an opportunity to hear more about the course, see the campus and meet staff and current students. Students will be invited to these events via email and how to book will be referenced in the offer letter.
- (b) As detailed above in most areas of the School of Health Sciences and Journalism, applicants will be invited in to the University for some form of assessment. Details for how applicants can prepare for this will be on the relevant course pages and all relevant applicants will be told of this via email.
- (c) Applicants can visit the University by registering for a Campus Tour or attending one of the Postgraduate Open Evenings.
- (d) Please note that postgraduate courses within Cass Business School are not based at the Northampton Square campus and will not be included in these events. The professional courses within City Law School are also not based at the University's main campus on Northampton Square. Offer holders on the BPTC programme will be invited to the Gray's Inn campus for an Offeree Day.
- (e) Full details on opportunities to visit the University can be [found here](#).

4.6. Meeting the offer

- (a) The conditions of the offer will be outlined to all applicants in writing. At undergraduate level this will be communicated to all applicants on UCAS Track and from the University via email. At postgraduate taught level this will also be received in writing and visible on the relevant online application portal.
- (b) If an applicant is able to demonstrate they meet the conditions of our offer, they will be accepted. If the applicant does not meet the conditions outlined in their offer, there is no guarantee they will be accepted.

4.7. Registration

When applicants have met the full conditions of their offer they will be invited to register. This typically takes place within a month of their study start date. Applicants must complete online registration before formally completing Stage Two of the registration process: verification of their identity, eligibility to study and issuing of a City ID card.

5. ASSESSMENT OF APPLICATIONS

5.1. Submission and assessment process

- (a) The University offers high quality, challenging courses to applicants who demonstrate the preparation and potential to succeed.
- (b) The admissions and selection process aims to assess applications fairly and consistently. The University will judge applications on individual merits, taking into account academic achievements, relevant experience and motivation to undertake the courses.
- (c) All undergraduate applications must be submitted via UCAS. The majority of all postgraduate applications are made directly to the University using our online system, OPAS. This process differs within the professional programmes within City Law School where applications are made via the relevant bodies.
- (d) Some practices for assessment vary across schools and departments across City so applicants should consult the relevant course page on the City website for the latest information on entry requirements and selection process.

5.2. Entry requirements

- (a) To enter a degree course at City, applicants must satisfy City's general minimum requirements of passes in two subjects at GCE A Level, or, equivalent. Applicants must also have achieved a minimum of grade 4/C in English and Mathematics at GCSE.
- (b) Applicants must also meet the specific requirements of the course. These requirements will range between courses and are regularly revised to reflect the most current academic demands of that particular programme.
- (c) The University encourages all applicants to view the latest entry requirements for our courses using the relevant course page on the University website.

5.3. Use of tariff (undergraduate only)

- (a) All decisions the University makes on the application will be communicated to applicants in writing. For undergraduate entry, there are two main forms an offer may take.
- (b) Firstly, the offer may be in the form of A Level grades, which may, or may not, specify certain grades in certain subjects. Secondly, the relevant course may choose to make an offer using UCAS tariff points. The UCAS tariff allocates points to various qualifications, allowing us to make comparisons between applicants with different qualifications.
- (c) If an applicant receives an offer that contains the UCAS tariff, they must read the conditions carefully to ensure they understand the specific requirements they need to achieve, as some offers may exclude certain subjects or units from the total score.
- (d) An explanation of the UCAS tariff and a full list of the qualifications it covers is available on the UCAS website.

5.4. English language requirements

- (a) All applicants (both UK and overseas) are required to demonstrate that their ability to understand and express themselves in written and spoken English is sufficient for them to be able to benefit from and participate fully in their degree course.
- (b) Applicants should visit www.city.ac.uk/study/applying for the most current and comprehensive list of English language requirements. Some courses will ask for more than the minimum requirement, so please check the relevant course page on our website.

5.5. Personal statements

- (a) It is mandatory for all applicants to provide a personal statement for undergraduate degrees at City via UCAS. The UCAS application form will only allow students to submit one personal statement, irrespective of the breadth of their course choices.
- (b) The University receives a weekly update from UCAS which summarises the level of plagiarism detected in the personal statements of our applicants. Plagiarism within the personal statement is strongly discouraged and where the level of plagiarism is adjudged to be above 50%, the applicant may be rejected at the discretion of the Admissions Tutor.
- (c) All students applying to City through a pathway route will also need to provide a personal statement on entry.
- (d) At postgraduate level it is also mandatory amongst most courses to provide a personal statement. Applicants are encouraged to review the advice on the relevant course page and the information on the application form itself to comply with these expectations.

5.6. Admission with credit (second year undergraduate entry)

- (a) The University considers admission with credit across a number of areas of the undergraduate provision.
- (b) In all other programmes, these applications will be considered. Applicants will typically need to have met the original entry requirements for the programme, have

studied very similar material at their current institution and be achieving a grade of 60% or higher in the first year of their current programme.

- (c) If an applicant would like to be considered for admission with credit, they should send the above information to the relevant Admissions Officer, before submitting an application via UCAS.
- (d) At the time of writing, it is not possible to apply for second year entry within Cass Business School, all courses with the School of Health Sciences and the Department of Computer Science. (Outside of existing university 2+2 agreements).
- (e) This is not applicable to students on a Tier 4 visa.

5.7. Re-sitting school leaving exams (undergraduate only)

In most instances, the University will consider applications from students who are re-sitting their school leaving examinations, for whatever reason. If an applicant is unsure about the details and how they comply with the requirements set out on the University course pages, please contact the relevant Admissions Officer.

5.8. Deferring entry

- (a) Applications for deferred entry are typically looked upon favourably; but, this is confirmed on a case-to-case basis. Should the applicant want to defer their application, having not previously applied to do so, this should be submitted in writing to the relevant contact.
- (b) Applicants who wish to be considered for deferred entry from the outset of their application have the opportunity to disclose this using the application form.
- (c) Applicants can typically only look to defer entry for one academic year.

5.9. Extenuating circumstances

The University will consider all relevant extenuating circumstances. Applicants should share these for consideration via the relevant application platform and this information will be taken into account when making a decision on your application. If the evidence for extenuating circumstances arises after the application has been submitted, applicants and advisers are requested to do this by writing directly to the relevant Admissions Officer.

5.10. Mother-tongue languages

- (a) It is common for students to apply having taken school leaving qualifications which include their mother-tongue language as one of their A Levels.
- (b) In this instance, the University will judge the merits of the individual's qualifications on a case-by-case basis. Where the mother-tongue language is exempt from any subsequent offer, the University will confirm this in the offer text.
- (c) The University has full autonomy over whether to accept mother-tongue languages as suitable evidence for academic potential, as it has across all other qualification choices.

5.11. Visa compliance

City, University of London is a Tier 4 Sponsor who can support international students requiring a Tier 4 Visa to study in the UK. Further details are included later in this policy.

5.12. 'What next?'

- (a) When all the above checks have been made by the relevant member of the admissions team, the applicant will receive one of the following responses:
 - The applicant will be made an offer
 - The applicant will be invited in for further assessment and selection
 - The applicant will be contacted to gather further information to support their application
 - The application will be processed as unsuccessful.
- (b) In all of these instances, the University will aim to communicate the status of the application to the applicant clearly and promptly. Applicants can view further information on what happens to their application at: www.city.ac.uk/apply

6. UNIVERSITY OFFER SCHEMES (UNDERGRADUATE ONLY)

6.1. The Unconditional Offer Scheme¹

- (a) The Unconditional Offer Scheme offered by City, University of London is intended to reward applicants who have demonstrated exceptional academic ability and promise in their UCAS application. To be selected for the scheme shows our confidence in an applicant's contribution to City and their subject of choice.
- (b) In order to target those with impressive background, recommendation and potential, a small number of candidates will be selected for the Unconditional Offer Scheme in advance of them completing their examinations; these applicants will receive confirmation in writing, before receiving an amendment via their UCAS Track. In most instances, the applicant will have to accept City as their 'firm' choice for their application to be upgraded from conditional to unconditional.
- (c) The Unconditional Offer Scheme does not include all courses across City.
- (d) The Unconditional Offer Scheme is the name of the scheme to award an unconditional offer to students who are yet to achieve the conditions required for entry. This is separate to an applicant who is made an unconditional offer having already achieved the conditions required for entry.

6.2. The Flexible Offer Scheme

- (a) The Flexible Offer Scheme offered by City, University of London is intended to reward applicants who have demonstrated suitable academic potential and a strong interest in studying at the University. To be selected for the scheme shows our confidence in an applicant's contribution to City and their subject of choice.
- (b) The recipients of a flexible offer will see their conditional offer lowered by one grade, should they select City as their 'firm' choice via UCAS. The aim of this scheme is to a)

¹ Our analysis demonstrates that recipients of this scheme, who went on to enrol at City, achieved a higher score than their peers (those not on admitted through the scheme) during 2015 to 2018.

- demonstrate faith in the applicant and b) give the applicant a better chance of meeting the entry threshold.
- (c) Should students choose not to do this, their offer will remain the same. Applicants are under no obligation to accept this offer.
 - (d) The Flexible Offer Scheme does not include all courses across City.

6.3. The Change of course Scheme

- (a) The University values the effort and commitment made in submitting an application to City. In the outcome where the decision on the application is unsuccessful, the University may offer the opportunity for applicants to be reconsidered across other courses at City.
- (b) At undergraduate level, this will see a change of course offer to applicants communicated via email and shown on UCAS Track. This alternative course will always be linked in similarity to the course the applicant originally submitted an application for and will nearly always have a lower entry threshold.
- (c) At postgraduate taught level, there are two ways in which the Change of Course scheme works. Firstly, applicants can officially select a first, second and third choice of interest when submitting their application via OPAS. In this instance, if an applicant is unsuccessful for either their first or second choice course, the University will consider their application for the course of subsequent interest.
- (d) In addition to this, in some instances the University will also offer the applicant an alternative course offer, even if this is not specified on their application form. This alternative course offer will only happen should an applicant be unsuccessful in their original application but still meet the entry requirements for a related course. In this instance, applicants will be offered a change of course offer in writing.
- (e) In all of the above instances, students are under no obligation to accept the offer.

6.4. Contextual admissions

- (a) The University is committed to ensuring that it offers a route to high-quality education for students from a range of background, irrespective of age, location, wealth or any other factor. City is proud to have one of the most diverse student bodies in the country. This forms a crucial part of what makes us a world-leading institution and this is something our Access and Participation Plan sets out in our formal commitments to students from an array of diverse backgrounds and contexts.
- (b) The University is committed to widening participation and will develop our work within this area with purpose and clarity. Furthermore, City is investing great effort in to improving the success and progression of our students once they join the University.
- (c) At the time of writing, the University does not operate any specific contextual admissions across our undergraduate and postgraduate taught areas. The University will continue to assess this and should this change, the University will ensure that the details of any such scheme are communicated on the website and in writing to all prospective students.

7. POLICIES AND PROCEDURES

7.1. Fee status

- (a) City, University of London determines the tuition fee status of applicants and students in accordance with The Education (Fees and Awards) (England) Regulations 2007 (Statutory Instrument No 779) as amended by the Education (Student Fees, Awards and Support) (Amendment) Regulations 2016 (Statutory Instrument No 584).
- (b) The Regulations state that applicants who are classed as 'Overseas' can be charged a different, higher rate than those classed as 'Home' or 'EU'.
- (c) A student's classification is based on the fee regulations and the terminology employed ('Home'/'EU'/'Overseas') may not have any relation to a person's immigration status or other rights.
- (d) Where there is any confusion over the terminology, it should be noted that a person's fee status will always be based upon the regulations and not invoked or inferred from the terminology in any other document.
- (e) The full details on the University's Fee Status Policy can be [found here](#).

7.2. Tier 4 requirements

- (a) As a Tier 4 Sponsor, City can sponsor Non EEA students on a Tier 4 Visa as part of the Point Based System. The students must be on a full-time courses lasting more than six months. City can also sponsor students on part-time courses at NQF Level 7 or above.
- (b) A Confirmation of Acceptance for Studies (CAS) can be issued to a student only if they meet the requirements of the Tier 4 (General) category and will comply with the conditions of their permission to stay in the UK. A CAS can be assigned to a student only if the University is satisfied that the student both intends and is able to follow the course of study concerned and where the University expects the student to successfully complete their course on the date specified on the CAS.
- (c) City's nominated staff check students' documents to ensure that they meet the academic, maintenance and other requirements set out in the Immigration Rules and by the University. A CAS is only assigned once a student has demonstrated that their documents fully meet the Tier 4 requirements.
- (d) Students are not entitled to Tier 4 sponsorship on the basis they have met the entry requirements for their Course and hold an offer to study. They must also demonstrate to the University that they meet the requirements for Tier 4 sponsorship. The University reserves the right to refuse a request for Tier 4 sponsorship, cancel a CAS or withdraw Tier 4 sponsorship at its discretion.
- (e) CAS sponsorship can only be assigned within three months of the course start date. For further information please check <https://www.city.ac.uk/international/visa-immigration-advice>

7.3. Under 18's

- (a) The University encourages applications from suitable students, irrespective of age. There is no formal stage in the application process where age will be a factor in the academic assessment. However the the full under 18's policy outlines the policy on the admission and treatment of students who will be considered minors when they commence.

- (b) Outside of the application process itself, there are age-related limitations to a student's fitness to study and practise. Particularly in relation to the minimum age a student must be to undertake mandatory assessments or placements outside of the university environment.
- (c) The University Admissions Office is responsible for sharing the details of applicants under the age of 18 with all relevant parties, to ensure effective safeguarding.
- (d) Further details of the use of data as part of this policy are [available here](#).
- (e) Under 18's should also familiarise themselves with the University's Safeguarding Policy. This is [available here](#).

7.4. Criminal convictions

- (a) City, University of London wishes to ensure that higher education is available to all who will benefit from it. In this context, having a criminal record will not necessarily mean that an applicant cannot be admitted to their chosen course. Overall, however, the University must also balance its responsibilities to provide a safe and secure environment and community for its staff, students, visitors and others. In addition, the University also has to take into account the demands of various professional bodies and requirements under the law to protect special categories of people, e.g., children or vulnerable adults.
- (b) Courses taught by our School of Health Sciences may have particular requirements in the admissions process relating to the disclosure of warnings, reprimands, cautions and criminal convictions which are dealt with on a specific course basis and require applicants to agree to submit to criminal record checks by the Disclosure and Barring Service (DBS).
- (c) The University operates a separate *Policy and Procedure for applications from students with a criminal conviction* which should be read together with this policy. This policy will be [available here](#).

7.5. Refugees and asylum seekers

- (a) All applicants have an opportunity to identify as an asylum seeker or refugee. An applicant's immigration status has no impact on the outcome of their application.
- (b) The University will then assess the applicant's fee status and at that point may require further information on the individual's immigration history. In the outcome that a student is classified as a refugee, should their immigration status change, they then may request a change in fee status from the University.
- (c) The University has a specific Article 26 Scholarship for anyone identifying as an Asylum Seeker. To support this, the University Admissions Office will share this information with the relevant colleagues to contact applicants about this possibility.

7.6. Disability and additional support needs

- (a) The University welcomes applications from candidates with a disability or additional support needs. Such applicants will be considered against the same criteria as all other candidates.
- (b) A number of different sources of student support are available at City including the disability support, neurodiversity support and academic learning support teams that make up the Learning Success department, in addition to the two services: Student Health Service and Student Counselling and Mental Health Service.

- (c) Applicants are encouraged to disclose information on any disability or other additional support need that would help the University proactively identify and provide help with support needs throughout their studies. If an applicant discloses a disability then this information will be shared with our Learning Success department who will contact the applicant directly. An applicant will then be able to discuss potential strategies and reasonable adjustments which will enhance their learning experience.

7.7. Fitness to study

- (a) City, University of London is committed to protecting the health, safety and well-being of all students and stakeholders. In supporting these aims, City recognises the need for proactive management and support of concerns about a student's well-being and/or behaviour which may be related to ill-health, disability or other reasons.
- (b) City aims to provide a supportive, engaging, and inclusive learning environment for students, conducive to education, research and a positive student experience. To that end, the University has developed a Fitness to Study Policy and Regulation, of which applicants should be aware.
- (c) At no stage does an applicant's fitness to study impact on the academic decision processed on their application. Applicants can [view the full policy here.](#)

7.8. Fitness to practise

- (a) The fitness to practise policy and procedure is for the management of students and applicant fitness to practise concerns – specifically within the School of Health Sciences.
- (b) The policy covers awards, progression and registration made by the school and applies to programmes leading to professional qualifications and/or eligibility to apply to a professional register which requires students to undertake periods of experience in practice settings. The University, in conjunction with the professional and regulatory bodies, has a duty to ensure the student is fit to practise during and up to the point of registration/awarding of qualification of academic credits.
- (c) For programmes regulated by professional statutory and regulatory bodies (PSRBs) the Higher Education Institution is required to have a Fitness to Practise Policy and Procedure in place to manage fitness to practise. Applicants can [view the full policy here.](#)

8. ENQUIRIES: INFORMATION, ADVICE AND GUIDANCE

8.1. Commitment to this area

The University is committed to helping students make informed decisions; and helping to increase the understanding of those who advise students in schools, colleges, charities and organisations. This relationship is managed in a number of areas and this section of the policy outlines those.

8.2. Enquiries

The University has a main enquiries form, which can be found here: www.city.ac.uk/contact The University aims to respond to all enquiries within five working days.

8.3. Schools liaison and Outreach

The Schools Liaison team at City attend Higher Education and UCAS Fairs and run talks, workshops and activities to support students across the UK, EU and overseas with applications to University. The team are also the main point of contact for prospective students, parents, teachers and advisers who would like more information about studying at City.

8.4. Accuracy of information

- (a) The University will provide information to prospective students through a number of different sources: face-to-face, via partners, email, website and through printed publications.
- (b) The University will aim to ensure all of the relevant channels we use are providing information that is accurate. In some instances, like prospectuses, inevitably some of the information published may be subsequently updated.
- (c) The University would encourage all applicants and advisers to use our website for the most up-to-date information.

8.5. Communication of changes

- (a) In line with CMA regulations outlined in section 3, the University has a duty to inform all prospective students of any material changes to the information they may have viewed throughout their research process.
- (b) The University will use all reasonable endeavours to ensure that changes are kept to a minimum, but if the University is required to make any material changes to the terms of the Contract or programme (as described in the Offer and/or prospectus) before the applicant registers at City, the University shall bring these to the attention of the applicant as soon as possible.

8.6. Website

- (a) The University website is the definitive source of information for prospective students. The University will ensure that the information available to prospective students on the website is accurate, timely and helpful.
- (b) As outlined above, the University aims to highlight where this information changes over time for all prospective students. Depending on the level of change, this will be communicated either in writing via email or on the website.

8.7. Contact details

The University is committed to providing the highest quality information, advice and guidance possible. Across all course pages and relevant sections of the website, the University aims to give applicants clear details on how they can contact us for further information. On all course pages the contact details of the relevant admissions officer will be found in the footer of the page.

8.8 Agent activity and relationships

- (a) As stated in section II, the University contracts approximately 100 education agents in all regions of the world to refer students to City and assist them in the application and pre-departure process. The University carefully selects agents through a rigorous set of checks to ensure that they comply with all relevant legislation and provide a good service to students.
- (b) Depending upon the size of the agent they may offer all or one of the following services: individual counselling and institution selection; personal statement advice; management of the application process; accommodation, visa and funding advice and pre-departure briefings. City's agents are monitored on an annual basis.
- (c) Admissions colleagues cannot discuss the details of any applications with an agent without the permission of the applicant. Where an applicant would like to give permission for the University to liaise directly with the designated agent, this must be detailed in the application or communicated to the University in writing.

9. APPLICANT BEHAVIOUR, COMPLAINTS AND APPEALS

9.1. Applicant Behaviour

- (a) City's students are at the heart of the Institution's commitment to academic excellence for business and the professions and are supported to successfully achieving positive academic and professional goals. Our [Student Charter \(We are City\)](#), has been developed with staff and student input and outlines our mutual responsibilities and aspirations.
- (b) Students at the Institution act as ambassadors for City at all times on campus, in the community and in any public forum. Students must behave responsibly and maintain standards of good conduct at all times as well as comply with the principles of dignity and respect. Anti-social behaviour or any other form of misconduct, on or off campus and however minor, can negatively affect the good order of the Institution and disrupt the positive learning and wider experience of others.
- (c) We may take disciplinary action against any student, or applicant, who does not act in accordance with this Contract under [Senate Regulation 13: Student Disciplinary Regulation](#). One of the possible outcomes of such an action is that your Contract with us may be terminated and you may be removed from your programme, have your Offer to study at the Institution withdrawn or the revocation of your award.

9.2. Complaints Procedure

- (a) A complaint should be raised where an applicant has a specific concern related to a procedural error, irregularity or maladministration in the admissions process. City, University of London operates a three stage process for applicant complaints.
- (b) In the first instance, applicants should raise concerns informally with City's staff at the point the concern arises. Applicants may informally contact their named admissions contact in the relevant Admissions Office or School. Staff will take reasonable steps to explain any relevant procedures, resolve concerns and respond promptly to any issues raised.
- (c) Concerns should be raised as soon as possible after the incident being complained about. Informal concerns which are raised at Stage 1 more than one month the incident occurred may be deemed to be out of time and may not be considered.
- (d) For details of how to access the correct contact information and for full details on the admissions complaints procedure, [applicants should visit here](#).

- (e) This complaints procedure is only relevant to applicants and offer-holders. Current students should [visit here](#).

9.3. Appeals Procedure

- (a) City, University of London does not routinely provide feedback to unsuccessful applicants. However, feedback can be provided to individuals upon request. This would normally be to the Department to which the applicant has applied.
- (b) An appeal should be brought if an applicant seeks a formal review of the University's decision on their application because they believe an incorrect decision has been made about their application. City, University of London operates a three stage process for applicant appeals.
- (c) In the first instance, applicants who wish to appeal a decision should raise it with the staff in the relevant Admissions Office by asking for feedback on why their application was unsuccessful.
- (d) The request for feedback should be made within one month of the reject decision.
- (e) For details of how to access the correct contact information and for full details on the admissions appeal procedure, [applicants should visit here](#).

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