This paper outlines the University’s Admissions Policy for 2019/20. This is a new policy, which aims to: 1) provide clarity for applicants and stakeholders, 2) provide clarity for admissions practitioners across the University, and 3) combine all central admissions policies in one document.

This policy will be reviewed, updated and approved annually.

Recommended action

Educational Quality Committee is asked to: Approve this policy.
University Admissions Policy
2019/2020

September 2018
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1. Purpose
   I. What the University is aiming to achieve

   This policy aims to outline the admissions process and practice across undergraduate and postgraduate taught programmes at City, University of London for enquirers, applicants, parents and advisors.

   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.

   Our students will fully engage and benefit from studying at City, with all the services the institution is proud to offer.

   II. Our role in a changing sector

   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.

   Notwithstanding changes in the UK schooling curriculum, our undergraduate admissions policy will continue to strive to be fair and transparent: it also seeks to enshrine the principle of opportunity and consistency for all. The University will continue to 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.

   City is a truly international university. With staff and students from over 150 different countries. The University will ensure, where possible, that changes in politics and legislation do not impact on this. 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.

2. Admissions responsibility and structure
   I. Structure of the team and personnel

   Responsibility for Admissions at City, University of London 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.

   I.I. Undergraduate

   The University operates a partly centralised admissions model. Where 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.
Decisions on applications will be made by a fully trained, experienced Admissions Officer; using clear parameters set out by academic colleagues 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.

Where an application requires any form of academic judgement, professional colleagues will work with the key academic point of contact within the relevant Department or School. Within each Department, there are academic staff working as Admissions Tutors. An Admissions Tutor is responsible for the admissions process for their respective programme.

Applicants can find a full list of admissions contacts here.

I.II. Postgraduate

At postgraduate taught level the University operates a devolved model of admissions activity across the five schools. The UAO provides guidance and support within this model.

Decisions on applications will be made by a fully trained and experienced Course Officers, using clear parameters set out by academic colleagues. If the Course Officer is unable to reach a decision on the basis of the information provided, the application may be escalated to the Senior Admissions Officer, Admissions Manager or Course Operations Manager.

Where an application requires any form of academic judgement, professional colleagues will work with the key academic point of contact within the relevant Department or School. Within each Department, there are academic staff working as Programme Directors. A Programme Director is responsible for the admissions process for their respective programme.

The criteria on which decisions are reached is explored in more detail in section 4.

II. Scope

This admissions policy reflects all the admissions activity across undergraduate and postgraduate taught programmes at City, University of London. This includes all the details applicants need to know about admissions processes.

The policy also outlines how the institution’s admissions activity demonstrates the following values:

- We are committed to providing a fair, effective and professional admissions service which is informed by the ten 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.
• 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.

III. Policy approval route

This policy is prepared by the Head of Admissions and is overseen by the Deputy President and Provost, who chairs the Undergraduate and Postgraduate Taught Recruitment and Admissions Working Groups, together with the Education Quality Committee and Education & Student Committee.

The policy is ultimately approved by the University Senate, chaired by the President of the University. The policy is reviewed on an annual basis.

IV. Partner institutions

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

The details of these partners and the relevant admissions process is introduced below.

**INTO City, University of London.** Together with INTO University Partnerships, City has established a purpose-built study centre. When enrolling at INTO City, the student is effectively a student of City, University of London student. Applications to these foundation courses are made both directly to INTO City, University of London and to City, University of London through UCAS. A student’s progression to City will require adherence to this admissions policy and associated processes.

**Kaplan International College (KIC) London** provide foundation courses for international students which lead to entry on both undergraduate and postgraduate degrees at City. Progression to the University is guaranteed if the student completes their KIC course at the required level. Applications to these foundation courses are made directly to KIC and progression to City will require adherence to this admissions policy and associated processes.

**City and Islington College** are responsible for delivering the foundation year in Electrical and Electronic Engineering. Students progress to year one entry on the BEng programme upon successful completion of this foundation year. Applications to this foundation course are submitted by UCAS and managed by the University Admissions Office (UAO).

**Westminster Kingsway** are responsible for delivering the foundation year in both Civil Engineering and Mechanical Engineering and Aeronautics. Students progress to year one entry on the BEng programme upon successful completion of this foundation year. Applications to this foundation course are all submitted by UCAS and managed by the University Admissions Office (UAO).

**Agents**

As outlined in section VIII of this policy, the institution currently uses 105 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.
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

I. Schwarz review, QAA and SPA

As outlined previously, our approach to admissions reflects our commitment to the Equality Act 2010. This policy takes note of the best practise within the sector and uses the recommendations of three independent authorities on the subject.

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.

The admissions policy also complies with the guidance set out within chapter B2 of the QAA UK Quality Code for Higher Education on recruitment, selection and admission to higher education.

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.

II. Competition and Markets Authority requirements

Universities must comply within the regulation of the Competition and Market Authority (CMA). For the purpose of consumer legislation, universities are ‘traders’ and students are ‘consumers’. For students as ‘consumers’, this means universities must be clear about three main areas in particular:

A) The terms and conditions on which students accept an offer to study at City. The current terms and conditions can be found here: [https://www.city.ac.uk/about/city-information/legal/terms](https://www.city.ac.uk/about/city-information/legal/terms)

B) The University provides information which is accurate, easy to find and useful for the students to make an informed choice.

C) The University sets out an accessible, clear and transparent complaints policy for students, as set out in section 9 of this admissions policy.

III. 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 as required. Among its many duties are to regulate the approval of all educational programmes as well as develop and approve related policies and procedures. It also approves the academic calendar and regulations for student discipline.

It has overall a vital role in ensuring that the City's academic reputation is maintained and that the institution continuously seeks to improve the quality of its education and research by reviewing best practice and innovation.
This policy is approved annually by the University’s Senate.

IV. GDPR

The new General Data Protection Regulations (GDPR) come into force in May 2018. GDPR will replace the current Data Protection Act 1998 (DPA) and applies to all countries holding personal data of EU nationals. City is committed to ensuring compliance in this area and has detailed our approach and the impact on applicants here.

4. The application process

I. 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, but, will not increase the likelihood of a favourable outcome.

II. Assessment timelines

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. Where applications require further information, or, assessment, this will inevitably delay the time it takes to provide applicants with a decision.

In addition to the above, on some of the most competitive courses, there are some ‘gathered field’ processes in place. In these instances, the institution will group applications together over a period of time, before communicating decisions via email.

III. What applicants will receive from the University

The University is committed to making sure applicants to City, University of London, 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 communication will come in the form of monthly email communication from the relevant Department or School.

IV. Interviews and assessment

IV.I. School of Health Sciences

In the School of Health Sciences, all applicants (UG/Postgraduate Diploma) to courses in Midwifery, Nursing, Radiography and Speech and Language Science, 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.
IV.II. Other Schools – Undergraduate and Postgraduate

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.

V. Applicant Days

V.I. Undergraduate

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.

As detailed in section 4.IV. 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.

V.II. Postgraduate

There are no specific Applicant Days at postgraduate level. Applicants can still visit the University’s main campus by registering for a Campus Tour or attending one of the Postgraduate Open Evenings. Full details can be found here.

VI. Meeting the offer

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 via an official email from the University. At postgraduate taught level this will be visible on the online application portal.

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. At this point, the University reserves the right to make an academic decision on the applicant’s potential to succeed on the programme.

VII. Registration

When applicants met the full conditions of their offer they will be invited to register via email. This typically takes place within a month of their study start date. Applicants must complete online registration before formally completing registration in-person.

5. Assessment of applications

The University offers high quality, challenging courses to applicants who demonstrate the preparation and potential to succeed.

The admissions and selection process aims to assess applicants fairly and consistently. The institution will judge applications on individual merits, taking into account academic achievements, relevant experience and motivation to undertake the courses.
All undergraduate applications must be submitted via UCAS. All postgraduate applications are made directly to the University using our line online system, OPAS.

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.

I. Entry requirements

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.

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.

The University encourages all applicants to view the latest entry requirements for our courses using the relevant course page on the University website.

II. Use of tariff (undergraduate only)

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.

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.

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.

An explanation of the UCAS tariff and a full list of the qualifications it covers is available on the UCAS website.

III. English language requirements

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.

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.

IV. Plagiarism and similarity detection (undergraduate only)

The University receives a weekly update from UCAS which summarises the level of plagiarism detected in the personal statements of our applicants. Where the level of plagiarism is adjudged to be above 50%, the applicant may be rejected at the discretion of the relevant Admissions Tutor.
V. Admission with credit (second year undergraduate entry)

The University considers admission with credit across a number of areas of the undergraduate provision. At the time of writing, this is not possible within Cass Business School, all courses with the School of Health Sciences and the Department of Computer Science.

In all other areas, these applications will be considered. Applicants will 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.

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.

VI. 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.

VII. Deferring entry

Applications for deferred entry are typically looked upon favourably; but, this is confirmed on a case-to-case basis by the Admissions Officer and Admissions Tutor. Should the applicant want to defer their application, having not previously applied to do so, this should be submitted in writing to the relevant Admissions Officer.

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.

VIII. Extenuating circumstances

The University will consider all relevant extenuating circumstances. Applicants should share these for consideration via the relevant application platform. 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.

IX. Mother-tongue languages

It is common for students to apply having taken school leaving qualifications which include their mother-tongue language as one of their A Levels.

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.

The institution has full autonomy over whether to accept mother-tongue languages as suitable evidence for academic potential, as it has across all other qualification choices.

X. Visa compliance

As part of applying to study at City, the University may classify an applicant as requiring a Tier 4 visa to study here. Further detailed in section 7ii.
In instances where applicants have met the academic requirements for the programme; but, are unlikely to be successful in their application for a Tier 4 visa, the University will communicate this in writing to the student.

XI. ‘What next?’

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:

A) The applicant will be made an offer,
B) The applicant will be invited in for further assessment and selection,
C) The applicant will be contacted to gather further information to support their application,
D) The application will be processed as unsuccessful.

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 here.

- Undergraduate
- Postgraduate

6. University offer schemes (undergraduate only)

I. Unconditional Offer Scheme

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.

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.

At the time of writing, our evidence demonstrates that recipients of this scheme, who go on to enrol at City, have a higher likelihood of achieving a first or upper second (2:1) degree.

The Unconditional Offer Scheme does not include all courses across City.

II. Flexible Offer Scheme

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.

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) demonstrate
faith in the applicant and b) give the applicant some leeway in meeting the required entry threshold.

Should students choose not to do this, their offer will remain the same. Applicants are under no obligation to accept this offer.

The Flexible Offer Scheme does not include all courses across City.

III. Change of course Scheme

The University values the effort and commitment made in submitting an application to study here. 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.

This Change of Course scheme will see the University make an offer to student on an alternative course.

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.

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.

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 officer 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.

In all of the above instances, students are under no obligation to accept the offer.

IV. Contextual admissions

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 be 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.

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.

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

I. Fee status

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).

The Regulations state that applicants who are classed as ‘Overseas’ can be charged a different, higher rate than those classed as ‘Home’ or ‘EU’.

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.

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.

The full details on the University’s Fee Status Policy can be found here.

II. Tier 4 requirements

City, University of London can sponsor international students from outside the UK and EU who require a Tier 4 visa, if they are due to study on a course lasting more than six months. All relevant students will be told if this is required, following the receipt of their application.

Applying for a Tier 4 student visa should be straightforward as long as students prepare carefully and in good time. It is important that students provide original academic documents, have met the necessary English language requirements, and demonstrate formal, original financial evidence to show that they have held the necessary funds for the required period.

Once the University has received evidence of the above, all new students will be asked to watch a video to help them understand the Tier 4 rules, then take a short quiz before a CAS is issued.

The CAS will only be issued within three months of the course start date.

Once an applicant has their CAS, they can submit their application for a Tier 4 visa. Students can find the full information on Visa Immigration Advice here.

III. Scholarships

The institution provides and recommends a number of funding options to help students meet the cost of study across undergraduate and postgraduate courses. Applicants can find the full details of these scholarships here.

The terms and conditions attached to these scholarships; including the application process, the value, and the payment type, can vary.

All scholarships and bursaries are regulated by the University’s Scholarship Committee, which is sub-group of the University Executive Committee.
IV. Widening participation

The University runs a variety of activities targeted at students in London state schools who meet at least one of our Widening Participation categories. This activity ranges from primary schools up to post 16; ranging from tutoring, school visits, career guidance, masterclasses and taster weeks.

As referenced in section six, the University does not currently operate a contextual admissions policy for students who qualify as being from a widening participation background.

Applicants can find the full details of our commitment to Access, Student Success and Progression in our Access and Participation Plan.

V. Under 18’s

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 full under 18’s policy outlines the policy on the admission and treatment of students who will be considered minors when they commence. From September 2018 this policy will be available here.

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.

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.

VI. Mature students

‘Mature’ students are defined by UCAS as being undergraduate applicants over the age of 21. Across all of our provision, there will be a typical age range for the student cohort, which may vary from course to course.

The University encourages applications from suitable students, irrespective of age. There are no formal stages during the assessment process for both undergraduate and postgraduate, where age will be a factor in the application.

VII. Care leavers

City is committed to improving our provision, anticipating and responding to change in the sector. Our students come from a range of backgrounds and deal with a range of challenges and it has become increasingly aware, there is no ‘typical’ student experience in Higher Education.

City supports the annual HELOA event for children in care, care leavers and carers. This is a collaborative project between London Higher Education Institutions (HEIs)

Both undergraduate and postgraduate applicants can disclose themselves as a care-leaver on their application. This information has no impact on the applicant’s decision.

As such, the Admissions Office will share the details of all applicants who disclose themselves as care-leavers with the Student Experience and Engagement Team in advance of joining City.
VIII. Criminal convictions

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.

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).

The University operates a separate Procedure and Guidance for applications from students with a criminal conviction which should be read together with this policy. From September 2018 this policy will be available here.

IX. Refugees and asylum seekers

All applicants have an opportunity to identify as a refugee. An applicant’s immigration status has no impact on the outcome of their application.

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.

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.

X. Disability and additional support needs

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.

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.

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.

XI. Fitness to study

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.
City is an educational institution that 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 institution has developed a Fitness to Study Policy and Regulation, of which applicants should be aware.

If a student has declared to City as having a disability, health condition, or learning difference, this information will be received through the relevant application form and shared with colleagues in the University’s Learning Success Team, at the point a student is made an offer to study at the institution. The Learning Success Team will then contact the relevant applicant to begin preparations for supporting their transition to becoming a student at City.

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.

XII. Fitness to practise

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.

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.

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

I. 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.

II. 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 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.
The team primarily work with UK based students in years 12 and 13. If teachers and advisors would like to arrange an activity please email schoolsliaison@city.ac.uk or call 020 7040 3161.

If teachers and advisors want to contact the University about working with students younger than Year 12, please contact the Widening Participation Team. This team is responsible for providing an insight into what it is like to study at University, raising student aspirations, and to help realise ambitions and potential. The team do this through a number of activities including: tutoring, careers guidance, talks, masterclasses and school visits.

III. Accuracy of information

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.

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.

The University would encourage all applicants and advisors to use our website for the most up-to-date information.

IV. Communication of changes

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.

The institution 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 the institution, the institution shall bring these to the attention of the applicant as soon as possible.

V. Website

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. All sections of the website have expert owners; with course pages owned by the relevant academic staff. The management of the website lies with two Directorates: Information Technology and Marketing and Communications.

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.

VI. 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.
VII. 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.

VIII. Agent activity and relationships

As stated in section II, the University contracts approximately 105 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.

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.

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.

IX. 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

9. Applicant behaviour, complaints and appeals procedures

I. Applicant Behaviour

City, University of London expects all interaction between applicants, representatives of applicants, students and staff to be conducted with courtesy and respect. We do not tolerate inappropriate behaviour towards members of our community. Examples of inappropriate behaviour include hostile or aggressive behaviour or the act of offering a bribe or financial inducement.

Inappropriate behaviour will be viewed seriously and may prejudice the further consideration of an application, appeal or complaint. Applicants will usually be warned by the University when their conduct is such that action is being considered. In exceptional cases, e.g. a threat to a member of staff, then no warning need be given before action is taken.

II. Complaints Procedure

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.

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 Academic School. Staff will take reasonable steps to explain any relevant procedures, resolve concerns and respond promptly to any issues raised.
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.

For details of how to access the correct contact information and for full details on the admissions complaints procedure, applicants should visit here.

III. Appeals Procedure

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.

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.

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. The request for feedback should be made within one month of the reject decision.

For details of how to access the correct contact information and for full details on the admissions appeal procedure, applicants should visit here.

10. Version control

This document was last updated on the 12th September 2018
Update completed by Head of Admissions.
Update approved by Senate on xxx.