



# Northumbria University Admissions Policy

2024/5 Entry

Last Updated: January 2024



**Northumbria  
University**  
NEWCASTLE

## 1. Introduction

The Admissions Policy sets out the framework and key principles guiding the operation and management of the admissions process for taught undergraduate and postgraduate, Postgraduate Research and Foundation Programmes, delivered at our campuses in Newcastle, London and Amsterdam and our courses undertaken by distance learning. It provides the framework for both Home and International admissions practices relating to their applications. These applications are handled by the Applicant Services Team based within the Global Marketing and Business department at Northumbria University. This policy is intended to provide guidance to university staff, applicants, parents, teachers, employers, and any other interested parties on the University's procedures for admitting students.

It has been developed in conjunction with key staff across the University and reflects relevant legislation and good practice provided by higher education organisations.

This policy should be read in conjunction with the Handbook of Student Regulations, particularly the Student Enrolment Conditions at section 2, details of which can be found on our website at:

<https://www.northumbria.ac.uk/about-us/leadership-governance/vice-chancellors-office/legalservices-team/handbook-of-student-regulations/>

Applicants should read these carefully before accepting any offer of a place and contact the team on [bc.applicantservices@northumbria.ac.uk](mailto:bc.applicantservices@northumbria.ac.uk) if they have any questions or queries relating to them.

## 2. Aims

Recruitment and admissions support the goals and aims of the University as laid out in Vision 2025 and the Corporate Strategy 2018-2023, which can be found on our website here:

<https://www.northumbria.ac.uk/about-us/our-vision/>

The aims outlined in the Corporate Strategy support the admissions process, which is to deliver an admissions service that is fair, transparent, consistently applied and well communicated. It should achieve the University Widening Participation requirement of Fair Access, with the provision of effective outreach, recruitment, conversion, and information services.

## 3. Principles

The University values and seeks diversity in the student community and recognises that University life is enriched by a student body that is reflective of the wider community and includes students from the UK and overseas. Applications are welcome from motivated candidates of all social and ethnic backgrounds gender, disability, sexual orientation, or any other extraneous criteria, who are likely to benefit from and contribute to the challenging and stimulating learning environment that exists at the University.

We are committed to the promotion of equal opportunities and our aim is to select candidates who have the potential, ability, and motivation to benefit from their intended programme of study and the wider experience of university life.

For every individual, all known relevant factors relating to previous and likely attainment, will be taken properly into account and individual needs are considered with sensitivity.

Each admissions decision will be made with integrity, equity and professionalism with each candidate considered on their own merits, abilities, and potential (in line with entry requirements and UKVI regulations).

The University is committed to fair and transparent admissions and this policy is informed by published good practice guidance, in particular the UK Quality Code for Higher Education: [http://www.qaa.ac.uk/docs/qaa/quality-code/advice-and-guidance-admissions-recruitment-andwidening-access.pdf?sfvrsn=3628c181\\_6](http://www.qaa.ac.uk/docs/qaa/quality-code/advice-and-guidance-admissions-recruitment-andwidening-access.pdf?sfvrsn=3628c181_6)

## 4. Roles and Responsibilities

Academic Faculties and the Applicant Services Team, along with other areas of the University, work in partnership to provide effective admissions services.

The University operates a centralised admissions service for full-time and most part-time undergraduate and postgraduate applications, together with applications for Apprenticeships, Continued Professional Development, Continuing Workforce Development, Distance Learning, and other differing application types.

The university has admissions support offices in India, China, Malaysia, Thailand and Nigeria who support admissions practices for admissions within their region.

The Chief Marketing Officer at Northumbria University is responsible for University Admissions and achieving the student number targets on behalf of the University Executive.

## 5. Information for Enquirers and

The University is committed to providing accurate admissions and course information which is clear, comprehensive, and easily accessible for enquires and applicants. This includes, but is not limited to, information on length of course, module content and fees.

Admissions and course information, including detailed information on entry requirements is published in our undergraduate and postgraduate prospectus and on our website at: <https://www.northumbria.ac.uk/study-at-northumbria/>  
<https://www.northumbria.ac.uk/study-at-northumbria/admissions/>

We aim to provide accurate and up to date information in our printed publications, but as these are published up to 18 months before the start of a course applicants should always refer to our website for the most up-to-date information.

## 6. Restructured and Discontinued Courses

While every effort is made to offer the courses advertised in the University prospectus, Northumbria's own website, external websites and via any Clearing House, on occasion it is necessary for the University to withdraw or discontinue course provision, or to make changes to courses and modules.

When this occurs, the University will inform all applicants as promptly as possible and will endeavour to offer an alternative programme where possible. Applicants who apply via the Universities and Colleges Admissions Service (UCAS) will have the opportunity to look for another course elsewhere (subject to places being available), change their firm and insurance choices (where these have been made) in negotiation with one of their other university choices, or choose to withdraw from the choice at Northumbria altogether.

Applicants to postgraduate and part-time courses will be offered another course where this is possible.

The University cannot accept any liability for loss of income, expenses incurred or other inconvenience because of the university having to withdraw a course.

## 7. Entry Requirements

Entry requirements for each course will be published on our website at:  
<https://www.northumbria.ac.uk/>

In addition, information about undergraduate full-time programmes will be published on the UCAS website:

<https://www.ucas.com/> and for postgraduate teacher training courses on DfE Find and Apply at:  
<https://www.gov.uk/find-postgraduate-teacher-training-courses> <https://www.gov.uk/apply-for-teacher-training>

Published entry criteria will take account of as many qualifications as possible but may not be completely comprehensive due to the diverse nature of the applicant body. Applicants who are unsure if their individual profile meets our entry requirements should seek advice from the Applicant Services Team at:

[bc.applicantservices@northumbria.ac.uk](mailto:bc.applicantservices@northumbria.ac.uk)

All Applicants must demonstrate an adequate proficiency in English, in line with our English Language Policy and UKVI immigration regulations where appropriate.

Details of English Language Policy and our other accepted tests can be found on the Course pages and here:

<https://www.northumbria.ac.uk/international/english-language-centre/acceptable-english-qualifications-1/>

## **Additional Requirements**

Individual programmes of study may also specify non-academic entry requirements in addition to the minimum academic requirement (for example the need for work experience, Occupational Health Clearance, Professional Suitability Checks, enhanced Disclosure and Barring Service (DBS) check etc.). It is an Applicant's responsibility to ensure they meet all requirements, although the university will clearly outline the mandatory requirements. Failure to do so may mean that they are not permitted to enrol on the programme

The University also welcomes applications from those with previous academic credit. Such applicants may be admitted as students to any approved appropriate point in the course, at the discretion of the faculty offering the course. Again, should you have a query, please contact: [bc.applicantservices@northumbria.ac.uk](mailto:bc.applicantservices@northumbria.ac.uk)

The University also welcomes applications from those who have significant work or life experience who may not necessarily meet the published academic requirements for their chosen course. Applicants will be required to demonstrate evidence of motivation, potential, knowledge, and ability to study the course of their choice, and the University must be satisfied that an applicant's work or life experience is equivalent to the qualifications that other applicants will be studying towards or have already achieved. The University will only offer a place where there is evidence that an applicant can complete their chosen course with a good final classification. Therefore, the University reserves the right to exercise academic judgement and discretion when assessing any prior attainment. Again, should you have a query, please contact: [bc.applicantservices@northumbria.ac.uk](mailto:bc.applicantservices@northumbria.ac.uk)

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

## **8. The Application Process**

### **UK Undergraduate Applications**

All UK undergraduate students apply via UCAS. You need to follow all requirements and deadlines as required by UCAS, which can be found at: <https://www.ucas.com/>

The University is committed to considering all applicants who apply by 26 January equally (this is sometimes referred to as 'equal academic consideration'). The University has the right to close courses to applicants who apply after 26 January if it has received enough applications to fill its available spaces.

Enquirers/potential applicants will be informed of full-time undergraduate course closures via our website and the UCAS website. Candidates who have already received an offer for any programme that undergoes significant changes will be contacted and advised of these changes and supported should they wish / need to amend their application.

## All Other Applications

All other applications can be made via the relevant course page on our website via the Apply Now button on each course, unless listed in the following paragraphs. Those available for online applications direct to Northumbria University include, but are not limited to, UK postgraduate applicants, International undergraduate and postgraduate applications, Apprenticeship applicants, Distance Learning applicants, Continuing Professional Development applicants.

For applicants applying to our pathway programmes, these can be made via <https://pathway.northumbria.ac.uk/>

If you are applying for a Postgraduate Certificate of Education (PGCE) you must apply DfE Apply The application cycle opens in October.

<https://www.gov.uk/apply-for-teacher-training>

Applicants to the Legal Practice Course (LPC) or the Graduate Diploma in Law (GDL) must apply to the Legal Practice Course Central Applications Board (LPCCAB) – further details are available at:

<https://www.lawcabs.ac.uk/>

## 9. Assessment and Selection

The University is committed to fair and equal consideration of all applications.

Admission will be determined by an assessment of the potential of the student to contribute to and benefit from their proposed course of study and by academic, personal, professional, and other relevant criteria and no potential student will be excluded for entry to any programme because of discrimination on the grounds of age, sex, sexual orientation, marital status, disability, nationality, ethnic or social origin, race, religion or creed.

The University does not currently consider any contextual data when making admissions decisions nor do we ask for completion of an Admissions Test (for example the Law National Admissions Test) for entry. We also do not currently ask for specific grades from specific units from GCE Advanced level, but we may require specific modules to have been undertaken for certain courses

Applications must be completed in full by each applicant. Decision making is delayed and applicants risk rejection if all relevant information is not included on the application form. The University reserves the right not to re-consider an applicant who has been rejected because vital information needed to make a decision has been omitted from the form.



Some courses interview as part of the selection process. Not all applicants are called for interview, and it is important that you focus within your personal statement on the reasons why you have chosen a particular programme, the skills you believe you can bring to the course and any work experience you may have had to support your choice. More information on the selection criteria for interview can be found on the course page of the course you are interested in on the University website.

Unless otherwise stated, the usual minimum GCSE (or GCE O level) requirement is English and Mathematics at a minimum of a grade 4 or C. Some courses may ask for a grade higher than a C/4 or ask for additional specific subjects (for example science). Applicants who do not have English and mathematics qualification should contact Admissions for advice at:

[bc.applicantservices@northumbria.ac.uk](mailto:bc.applicantservices@northumbria.ac.uk)

Applicants studying a foundation year will be considered for entry to the first year of an undergraduate degree where an appropriate subject is being studied. Applicants may be considered for advanced entry if they hold a relevant qualification, such as an HNC, HND or Foundation Degree and where there is a suitable subject match.

If the University does not consider an applicant suitable for the course for which they have applied, the applicant may be considered for an alternative, related course. Applicants who are made a “change of course offer” will receive a communication from the University explaining this, which will clearly state the steps that need to be taken to accept or decline the change.

The University does not discriminate in its selection process against applicants resitting one or more qualifications.

You may apply for deferred entry and your application will be considered along with all other applications. The University will not consider any applicant who requests deferral for more than one year. If you wish to defer for more than one year you will have to reapply using the appropriate application process. Applicants to BA (Hons) Primary Education or PGCE programmes will not be considered for deferred entry because they need relevant and up to date experience of working in a mainstream UK primary school immediately prior to starting the course.

If you apply to the University during an application cycle and your application is unsuccessful, your application will not be considered again for the same course during the same application period, unless you have achieved additional qualifications or experience which enhances your application. If you wish to apply for a related or different course during the same year, then you must contact the Applicant Services Team at:

[bc.applicantservices@northumbria.ac.uk](mailto:bc.applicantservices@northumbria.ac.uk)

for advice and guidance prior to submitting a new application. You may apply for the same course again the following year.

Some courses have more than one intake a year. If you are offered a place on a course which has two start dates, while every effort will be made to accommodate the start date of your choice, the University reserves the right to allocate one to you in line with its own needs and requirements.

## 10. Application Communications

Applicants who apply through UCAS will receive notification of the decision on their application through Track. DfE applicants will receive their notification of decision by from the DfE. All decisions can be viewed on Track/DfE Apply and it is the applicant's responsibility to ensure they have read and understand the conditions of their offer before accepting a place. Applicants unsure of the meaning of their offer conditions should contact the Applicant Services Team for clarification.

Applicants will also receive confirmation of their offer directly from the University with the terms and conditions of their offer and additional information to assist in decision making. For all candidates who apply directly to the university, they will receive communications related to their application directly to their nominated email address

Applicants will also be able to view updates to their application on the Northumbria Applicant Portal and may be requested by Admissions to provide information via the Portal at certain stages in the application cycle.

Applicants may also receive individual and relevant communications from other parts of the University, particularly our Accommodation, Marketing and Student Support and Wellbeing services. This may be by email, telephone, SMS and letter, and applicants are responsible for ensuring that their contact details are kept up to date via UCAS Track (if they have applied via UCAS or DfE) or directly with the University if they have applied directly to the university.

## 10.2 Applicant Data

The University is committed to keeping personal data safe and personal data is processed in line with the requirements of the General Data Protection Regulation (GDPR). All members of university staff are required to complete GDPR training annually.

For information on how the University collects and uses personal data please refer to section 16 of the Handbook of Student Regulations which can be found at:  
<https://www.northumbria.ac.uk/handbook>

In accordance with GDPR, the University will not enter discussion relating to applications with anyone other than the applicant, unless the applicant gives express written permission nominating a named person who can discuss their application on their behalf.

## 11. Specific Applicant Groups



Applications from candidates with disabilities will be considered in line with the University's commitment to promoting equal opportunities, subject to professional practitioner requirements where they apply. **Disability Support**

*If you have a disability such as a visual, sensory or mobility impairment, a long-term medical condition, mental health difficulties or a Specific Learning difficulty, you should contact the Disability and Dyslexia Support team to discuss support you may require during your studies, including examination arrangements. Please email [sv.disability@northumbria.ac.uk](mailto:sv.disability@northumbria.ac.uk) and an appointment will be made for you to speak with a Disabilities Adviser.*

Full details on what is available can be found on our website at:

<https://www.northumbria.ac.uk/study-at-northumbria/support-for-students/disability-and-dyslexia-support/>

Decisions regarding admission will be made independently of the assessment of the candidate's individual support needs.

If the University is unable to meet additional needs or can only do so by compromising the learning experience which would disadvantage the applicant, the University, through its Disability Support Service, will inform the applicant immediately the situation becomes apparent.

## 11.2 Applicants under the age of 18 on entry

Applications to all courses will be assessed using the standard entry criteria for each course, irrespective of the applicant's age on entry.

It is recognised that, by law, anyone under the age of 18 is a minor and applicants who will be under 18 when their programme starts should be aware that they are applying to study in an adult environment and there may be a small number of limitations for them at the University while they are under 18. Information on our under 18 policy can be found here

[:https://www.northumbria.ac.uk/study-at-northumbria/admissions/applicant-terms-and-conditionsand-policies](https://www.northumbria.ac.uk/study-at-northumbria/admissions/applicant-terms-and-conditionsand-policies)

## 11.3 Applicants in care

There is specific support in place for care leavers, which covers recruitment, admission, and ongoing support for this group of learners once they are enrolled. This includes guaranteed year-round accommodation. Information can be found here: <https://www.northumbria.ac.uk/study-at-northumbria/support-for-students/financial-support/funding-for-uk-students/care-leavers/>

## 12. Applicants who declare a

Any offer made to an applicant is subject to the applicant engaging with the University Criminal Convictions declaration procedure (as appropriate), if it is deemed necessary for an individual to disclose any relevant unspent convictions.

Convictions that are spent (as defined by the Rehabilitation of Offenders Act 1974), are not considered to be relevant if the applicant is currently on licence. As such, the applicant is expected to make the University aware of any condition that may prevent them from fully engaging in the programme of study and broader University community.

Applicants should refer to the university Criminal Conviction Policy for details on what they must declare and how to do so.

<https://www.northumbria.ac.uk/study-at-northumbria/admissions/applicant-terms-and-conditions-and-policies>

This is particularly relevant when applying for a place in our student accommodation.

Where possible the University will undertake to make reasonable adjustments and suggest alternative programmes of study where available, should any licence conditions make your programme of study inaccessible.

### Applicants who are applying for courses involving a placement and/or access to children or vulnerable adults

Applicants to courses in teaching, health and social work, or any course involving work with children or vulnerable adults must disclose any criminal convictions, including spent sentences and cautions (including verbal cautions) and bind-over orders, that would appear on a criminal records check. Candidates to these courses will also be required to undergo police clearance for entry and will need to complete a Disclosure and Barring Service (DBS) enhanced disclosure. If offered a place this will be sent to you a few months before commencement of your programme.

Applicants must, upon request, provide full details of all relevant convictions. A panel of senior University staff and others as appropriate consider the admission of applicants with criminal convictions and while every decision is made taking into consideration the individual circumstances surrounding each case, the University reserves the right to refuse entry to any applicant with a criminal conviction which may jeopardise the security, safety or reputation of the University or its community, or where there are relevant professional criteria/professional body requirements which apply. This assessment is based on a risk assessment of the relevant convictions and the nature of the course that the applicant is applying for.

Applicants who are convicted of a relevant offence (or in the case of applicants to health, social work and teaching courses, or any course involving work with children or vulnerable adults - any criminal conviction) **after application** must inform the University immediately in writing, providing full details

of the offence so the criminal convictions procedure can be followed. You should only do this if your application has not already been rejected.

This may not necessarily mean that any offer of a place is withdrawn but should the nature of the offence mean that the security, safety or reputation of the University or its community is jeopardised, or there are professional criteria that cannot be met, then the University reserves the right to withdraw the offer and will counsel the applicant accordingly.

## **13. Fees Status Assessments**

Applicants are required to give information about their nationality and residential status as part of their application. The University will use this information to decide whether applicants should pay Home or Overseas tuition fees. If the University considers an applicant's fee status to be unclear from the information provided, a fee status questionnaire will be sent to the applicant via email. Applicants who fail to complete and return the questionnaire together with all the supporting documentation required by the given deadline will be assessed as overseas for the purposes of fees and their application will be processed on that basis. Should the applicant then send in additional documentation and their fees status changes to home, it will only be possible to offer a place if any remain available.

All fee status classification decisions will be made in line with Home Office guidance by experienced members of admissions staff within the Admissions Service.

## **14. International Applicants**

Guidance on the application procedure for international applicants and details of how to apply for a Confirmation of Acceptance of Studies (CAS) can be found at:

<https://www.northumbria.ac.uk/study-at-northumbria/admissions/>

Any queries regarding this should be directed to: [bc.applicantservices@northumbria.ac.uk](mailto:bc.applicantservices@northumbria.ac.uk)

## **15. Similarity Detection and Prevention of Fraud**

### **15.1 Similarity Detection**

Applicants who apply via a Clearing House will have their application screened by similarity detection software. Each incoming personal statement is compared against a library of personal statements already held by UCAS/UTT, and a library of sample statements collected from a variety of websites and other sources.

Any statements with a potential similarity level of at least 10% are reviewed by the UCAS Similarity Detection Service. Applications with a similarity level of 31% or more are automatically referred to the University and applicants are also informed.

We may require any applicant reported to us as having a similarity level of 31% to submit a new personal statement and will contact as appropriate any applicant who is required to complete this.

### 15.3 Prevention of Fraud

The University takes the issues surrounding fraudulent applications very seriously. Fraud falls into three main categories:

- Applications from those intent on securing a place by deception.
- Applications from those intent on securing bursaries, grants, loans, and scholarships by deception.
- Applications from those intent on securing a student visa for the purpose of entering the UK by deception.

Clearing Houses and the University follow anti-fraud procedures to detect and prevent fraudulent applications.

Where an applicant is suspected of submitting a fraudulent application the University will write to the applicant to:

- Inform him/her of the discrepancies in their application or the lack of information identified.
- Request clarification, further information and any supporting documentation required by a deadline.
- Advise the applicant of the consequences if the deadline is not met and.
- Advise the applicant if any other organisation is to be contacted about the application.

In addition, the University will inform the relevant Clearing House who may undertake their own investigation.

If no response is received from the applicant by the required deadline a further letter will be sent. This will reiterate the request as specified in the original letter and will give a second deadline.

If no response is received after the second deadline a final letter will be sent informing the applicant of the University's decision to withdraw their application.

No appeal against this decision will be considered.

Should an applicant falsely declare their qualifications or any other part of their application when they apply, including the omission of information relating to qualifications studied (whether or not these were completed) or using fraudulent certificates or evidence the University reserves the right to cancel or withdraw any offer made on the basis of this application. If a student has enrolled, before this false declaration is discovered, the University reserves the right to terminate the student's studies at the University. If the student has completed the course before the false declaration is discovered the University has the right to revoke the award and notify the appropriate bodies.

## 16. Feedback, appeals and complaints

### 16.1 Feedback

Applicants will be sent a brief reason why their application has been unsuccessful which can be viewed via Track (UCAS applicants) and by email for all other applicants. Applicants who require further explanation may request additional feedback in writing.

Applicants to other courses where application is not through a Clearing House such as UCAS will be notified by email of the outcome of their application.

Any applicant requiring feedback (in addition to that already received) on the reason why their application has been unsuccessful should make their request to the Applicant Services Team within ten days of receipt of the decision. It may not be possible for the University to deal with a request if it is received outside of this time frame.

The University will endeavour to respond to all requests within 28 days of receipt.

All requests for feedback should be made to the Applicant Services Team  
[bc.applicantservices@northumbria.ac.uk](mailto:bc.applicantservices@northumbria.ac.uk) marked for the attention of the admissions manager.

You should provide your full name, UCAS/DFE/University ID, and the course for which you applied. The University will acknowledge all requests made.

### 16.2 Appeals and Complaints

The University is committed to the application of consistent, fair, and professional practices in the admission of students. We recognise, however, that sometimes you may be disappointed with how you have been treated or feel that an Admissions decision is unfair or otherwise unsound. The procedure below describes how you may lodge a 'complaint' or an 'appeal' if you feel this is the case. The procedure applies to all prospective Northumbria students.

A '**complaint**' is an expression of dissatisfaction with how you have been treated.

An '**appeal**' is a challenge to an Admissions decision. This may be a decision to reject your application, or it may be conditions of an offer decision.

Both complaints and appeals are investigated according to the procedure described below. The

University prefers, where possible, to resolve complaints and appeals informally in the first instance - please promptly contact us if you wish to discuss the reason for a decision or to query any aspect of the admissions process relating to the handling of your application.

## 16.3 General Principles

- 16.3.1** You will always be treated courteously, all decisions explained to you and relevant regulations complied with. The principles of natural justice will be adhered to, and the individuals considering your case at Stages 2 or 3 will have had no prior decision-making role in the case.
- 16.3.2** If you feel that you have not been treated courteously and professionally during the admissions process, you may lodge a complaint. Please note you will be required to provide evidence of this.
- 16.3.3** If you feel a decision to reject your application or the conditions of an offer are unfair or doubtful, you may lodge an appeal based on:
- The applicant believes that they have received discriminatory treatment compared to other applicants for the same course with the same entry prerequisites. Please note, the University reserves the right to adjust entry prerequisites based on specific phases of the recruitment cycle **and/or**
  - The applicant believes that the University has not adhered to its own stated procedures for the processing of applications. **and/or**
  - The applicant has additional relevant information that was unavailable at the point of application. (If this information was available at the point of application but was not included on any application form submitted to the University, this will not be accepted as sufficient grounds for appeal. If additional information is provided at a time when the course applied for is already full, the University is under no obligation to re-consider the application.)

You may **not** base such an appeal on:

- Questioning the academic judgement of the Applicant Services Team
- Failure on your part to fulfil academic or non-academic requirements for admission (for example a satisfactory DBS Enhanced Disclosure or medical clearance).
- Failure on your part to complete your application form correctly, including details of all qualifications you have achieved, or to supply to the University when requested and within a reasonable timeframe evidence of qualifications achieved.
- Feedback from a third party, such as a referee.
- The University's judgement on any activity carried out by you deemed to be inappropriate by the University whether that be in your work or social life or through social media. This includes but is not limited to; bringing the university into disrepute, putting themselves or others at risk of harm, and any other conduct or criminal convictions which breaches legal regulations.

**16.3.4** Complaints/appeals should be lodged within 20 working days of the issue being complained about. Complaints/appeals received after this will not be considered unless a good and valid reason is provided for why the concern was delayed.

Your complaint/appeal will be acknowledged within 3 working days of receipt.

**16.3.5** The University will only accept appeals/complaints from the applicant or from their nominated representative. Express written consent must be provided by the applicant if they wish a third party to act on their behalf. If written consent is not received, then the University can only deal with the applicant.

Anonymous complaints will not be investigated.

Applicants wishing to submit a complaint should follow the University Admissions Appeals and Complaints Procedure which is available at <https://northumbria-cdn.azureedge.net/-/media/corporate-website/new-sitecore-gallery/applicant-services/admissions-policies/admissionsappeals-and-complaints-jan-2020.pdf?modified=20200120234223>

## 17. Confirmation and Enrolment

### UCAS Applications

Confirmation decisions are made based on the information provided by UCAS via the Awarding Body Linkage (ABL) process where the applicant has a conditional offer based on qualifications that are provided in the ABL.

If results are not received via the ABL it is the applicant's responsibility to ensure that they send the Applicant Services Team a copy of their results.

Applicants (wishing to study from September) must usually meet the conditions of their offer by 31st August in the year in which they apply.

If at Confirmation an applicant does not meet the offer conditions that were made to them but meets those for a similar course at the University or one of its subsidiaries (if there are spaces available), they will automatically be considered for this and will receive a specific communication from the University explaining this, which will clearly state what steps they need to take to accept or decline this alternative offer. They will also receive a separate communication from UCAS reiterating this information.

If at Confirmation an applicant does not meet the offer conditions made to them, and cannot be offered an alternative course, an unsuccessful decision will be sent to UCAS. Applicants will be able to see this decision on UCAS Track. Depending on the decision made by the institution holding the applicant's other choice at this point, UCAS will advise on the next steps as appropriate.

Any applicant not applying via UCAS needs to ensure that they upload their results to their applicant portal.



All applicants should review their Offer Letter which sets out exactly the steps that need to be completed.

## **18. Training and Support**

The University is committed to providing a professional admissions service and to ensuring that all admissions staff are fully trained in procedures and are kept aware of any changes in policy.

The Applicant Services Team (admissions) regularly attend professional training provided by external bodies, such as UCAS and NARIC. This ensures that they are “relevant” in the application of knowledge and are up to date with changes to Government policy and other professional guidelines

They also ensure that academic colleagues and other professional support teams adhere to the requirements of such bodies

## **19. Monitoring and Review**

This policy is reviewed on an annual basis, to ensure that it continues to support the mission and strategic objectives of the University.

It considers changes to relevant legislation; the performance of the University against published service standards and widening participation targets.

Plus, the findings of market research activity; changes and best practice developments in the sector and the changing needs of applicants.

**END**

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Recruitment and admissions support the goals and aims of the University as laid out in Vision 2025 and the Corporate Strategy 2018-2023, which can be found on our website here:

<https://www.northumbria.ac.uk/about-us/our-vision/>

The aims outlined in the Corporate Strategy support the admissions process, which is to deliver an admissions service that is fair, transparent, consistently applied and well communicated. It should achieve the University Widening Participation requirement of Fair Access, with the provision of effective outreach, recruitment, conversion, and information services.

# 3. Principles

The University values and seeks diversity in the student community and recognises that University life is enriched by a student body that is reflective of the wider community and includes students from the UK and overseas. Applications are welcome from motivated candidates of all social and ethnic backgrounds gender, disability, sexual orientation, or any other extraneous criteria, who are likely to benefit from and contribute to the challenging and stimulating learning environment that exists at the University.

We are committed to the promotion of equal opportunities and our aim is to select candidates who have the potential, ability, and motivation to benefit from their intended programme of study and the wider experience of university life.

For every individual, all known relevant factors relating to previous and likely attainment, will be taken properly into account and individual needs are considered with sensitivity.

Each admissions decision will be made with integrity, equity and professionalism with each candidate considered on their own merits, abilities, and potential (in line with entry requirements and UKVI regulations).

The University is committed to fair and transparent admissions and this policy is informed by published good practice guidance, in particular the UK Quality Code for Higher Education: [http://www.qaa.ac.uk/docs/qaa/quality-code/advice-and-guidance-admissions-recruitment-andwidening-access.pdf?sfvrsn=3628c181\\_6](http://www.qaa.ac.uk/docs/qaa/quality-code/advice-and-guidance-admissions-recruitment-andwidening-access.pdf?sfvrsn=3628c181_6)

## 4. Roles and Responsibilities

Academic Faculties and the Applicant Services Team, along with other areas of the University, work in partnership to provide effective admissions services.

The University operates a centralised admissions service for full-time and most part-time undergraduate and postgraduate applications, together with applications for Apprenticeships, Continued Professional Development, Continuing Workforce Development, Distance Learning, and other differing application types.

The university has admissions support offices in India, China, Malaysia, Thailand and Nigeria who support admissions practices for admissions within their region.

The Chief Marketing Officer at Northumbria University is responsible for University Admissions and achieving the student number targets on behalf of the University Executive.

## 5. Information for Enquirers and

The University is committed to providing accurate admissions and course information which is clear, comprehensive, and easily accessible for enquires and applicants. This includes, but is not limited to, information on length of course, module content and fees.

Admissions and course information, including detailed information on entry requirements is published in our undergraduate and postgraduate prospectus and on our website at: <https://www.northumbria.ac.uk/study-at-northumbria/>  
<https://www.northumbria.ac.uk/study-at-northumbria/admissions/>

We aim to provide accurate and up to date information in our printed publications, but as these are published up to 18 months before the start of a course applicants should always refer to our website for the most up-to-date information.

## 6. Restructured and Discontinued Courses

While every effort is made to offer the courses advertised in the University prospectus, Northumbria's own website, external websites and via any Clearing House, on occasion it is necessary for the University to withdraw or discontinue course provision, or to make changes to courses and modules.

When this occurs, the University will inform all applicants as promptly as possible and will endeavour to offer an alternative programme where possible. Applicants who apply via the Universities and Colleges Admissions Service (UCAS) will have the opportunity to look for another course elsewhere (subject to places being available), change their firm and insurance choices (where these have been made) in negotiation with one of their other university choices, or choose to withdraw from the choice at Northumbria altogether.

Applicants to postgraduate and part-time courses will be offered another course where this is possible.

The University cannot accept any liability for loss of income, expenses incurred or other inconvenience because of the university having to withdraw a course.

## 7. Entry Requirements

Entry requirements for each course will be published on our website at:  
<https://www.northumbria.ac.uk/>

In addition, information about undergraduate full-time programmes will be published on the UCAS website:

<https://www.ucas.com/> and for postgraduate teacher training courses on DfE Find and Apply at:  
<https://www.gov.uk/find-postgraduate-teacher-training-courses> <https://www.gov.uk/apply-for-teacher-training>

Published entry criteria will take account of as many qualifications as possible but may not be completely comprehensive due to the diverse nature of the applicant body. Applicants who are unsure if their individual profile meets our entry requirements should seek advice from the Applicant Services Team at:

[bc.applicantservices@northumbria.ac.uk](mailto:bc.applicantservices@northumbria.ac.uk)

All Applicants must demonstrate an adequate proficiency in English, in line with our English Language Policy and UKVI immigration regulations where appropriate.

Details of English Language Policy and our other accepted tests can be found on the Course pages and here:

<https://www.northumbria.ac.uk/international/english-language-centre/acceptable-english-qualifications-1/>

## Additional Requirements

Individual programmes of study may also specify non-academic entry requirements in addition to the minimum academic requirement (for example the need for work experience, Occupational Health Clearance, Professional Suitability Checks, enhanced Disclosure and Barring Service (DBS) check etc.). It is an Applicant's responsibility to ensure they meet all requirements, although the university will clearly outline the mandatory requirements. Failure to do so may mean that they are not permitted to enrol on the programme

The University also welcomes applications from those with previous academic credit. Such applicants may be admitted as students to any approved appropriate point in the course, at the discretion of the faculty offering the course. Again, should you have a query, please contact: [bc.applicantservices@northumbria.ac.uk](mailto:bc.applicantservices@northumbria.ac.uk)

The University also welcomes applications from those who have significant work or life experience who may not necessarily meet the published academic requirements for their chosen course. Applicants will be required to demonstrate evidence of motivation, potential, knowledge, and ability to study the course of their choice, and the University must be satisfied that an applicant's work or life experience is equivalent to the qualifications that other applicants will be studying towards or have already achieved. The University will only offer a place where there is evidence that an applicant can complete their chosen course with a good final classification. Therefore, the University reserves the right to exercise academic judgement and discretion when assessing any prior attainment. Again, should you have a query, please contact: [bc.applicantservices@northumbria.ac.uk](mailto:bc.applicantservices@northumbria.ac.uk)

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

## 8. The Application Process

### UK Undergraduate Applications

All UK undergraduate students apply via UCAS. You need to follow all requirements and deadlines as required by UCAS, which can be found at: <https://www.ucas.com/>

The University is committed to considering all applicants who apply by 26 January equally (this is sometimes referred to as 'equal academic consideration'). The University has the right to close courses to applicants who apply after 26 January if it has received enough applications to fill its available spaces.

Enquirers/potential applicants will be informed of full-time undergraduate course closures via our website and the UCAS website. Candidates who have already received an offer for any programme that undergoes significant changes will be contacted and advised of these changes and supported should they wish / need to amend their application.

## All Other Applications

All other applications can be made via the relevant course page on our website via the Apply Now button on each course, unless listed in the following paragraphs. Those available for online applications direct to Northumbria University include, but are not limited to, UK postgraduate applicants, International undergraduate and postgraduate applications, Apprenticeship applicants, Distance Learning applicants, Continuing Professional Development applicants.

For applicants applying to our pathway programmes, these can be made via <https://pathway.northumbria.ac.uk/>

If you are applying for a Postgraduate Certificate of Education (PGCE) you must apply DfE Apply The application cycle opens in October.

<https://www.gov.uk/apply-for-teacher-training>

Applicants to the Legal Practice Course (LPC) or the Graduate Diploma in Law (GDL) must apply to the Legal Practice Course Central Applications Board (LPCCAB) – further details are available at:

<https://www.lawcabs.ac.uk/>

## 9. Assessment and Selection

The University is committed to fair and equal consideration of all applications.

Admission will be determined by an assessment of the potential of the student to contribute to and benefit from their proposed course of study and by academic, personal, professional, and other relevant criteria and no potential student will be excluded for entry to any programme because of discrimination on the grounds of age, sex, sexual orientation, marital status, disability, nationality, ethnic or social origin, race, religion or creed.

The University does not currently consider any contextual data when making admissions decisions nor do we ask for completion of an Admissions Test (for example the Law National Admissions Test) for entry. We also do not currently ask for specific grades from specific units from GCE Advanced level, but we may require specific modules to have been undertaken for certain courses

Applications must be completed in full by each applicant. Decision making is delayed and applicants risk rejection if all relevant information is not included on the application form. The University reserves the right not to re-consider an applicant who has been rejected because vital information needed to make a decision has been omitted from the form.

Some courses interview as part of the selection process. Not all applicants are called for interview, and it is important that you focus within your personal statement on the reasons why you have chosen a particular programme, the skills you believe you can bring to the course and any work experience you may have had to support your choice. More information on the selection criteria for interview can be found on the course page of the course you are interested in on the University website.

Unless otherwise stated, the usual minimum GCSE (or GCE O level) requirement is English and Mathematics at a minimum of a grade 4 or C. Some courses may ask for a grade higher than a C/4 or ask for additional specific subjects (for example science). Applicants who do not have English and mathematics qualification should contact Admissions for advice at:

[bc.applicantservices@northumbria.ac.uk](mailto:bc.applicantservices@northumbria.ac.uk)

Applicants studying a foundation year will be considered for entry to the first year of an undergraduate degree where an appropriate subject is being studied. Applicants may be considered for advanced entry if they hold a relevant qualification, such as an HNC, HND or Foundation Degree and where there is a suitable subject match.

If the University does not consider an applicant suitable for the course for which they have applied, the applicant may be considered for an alternative, related course. Applicants who are made a “change of course offer” will receive a communication from the University explaining this, which will clearly state the steps that need to be taken to accept or decline the change.

The University does not discriminate in its selection process against applicants resitting one or more qualifications.

You may apply for deferred entry and your application will be considered along with all other applications. The University will not consider any applicant who requests deferral for more than one year. If you wish to defer for more than one year you will have to reapply using the appropriate application process. Applicants to BA (Hons) Primary Education or PGCE programmes will not be considered for deferred entry because they need relevant and up to date experience of working in a mainstream UK primary school immediately prior to starting the course.

If you apply to the University during an application cycle and your application is unsuccessful, your application will not be considered again for the same course during the same application period, unless you have achieved additional qualifications or experience which enhances your application. If you wish to apply for a related or different course during the same year, then you must contact the Applicant Services Team at:

[bc.applicantservices@northumbria.ac.uk](mailto:bc.applicantservices@northumbria.ac.uk)

for advice and guidance prior to submitting a new application. You may apply for the same course again the following year.

Some courses have more than one intake a year. If you are offered a place on a course which has two start dates, while every effort will be made to accommodate the start date of your choice, the University reserves the right to allocate one to you in line with its own needs and requirements.

## 10. Application Communications



Applicants who apply through UCAS will receive notification of the decision on their application through Track. DfE applicants will receive their notification of decision by from the DfE. All decisions can be viewed on Track/DfE Apply and it is the applicant's responsibility to ensure they have read and understand the conditions of their offer before accepting a place. Applicants unsure of the meaning of their offer conditions should contact the Applicant Services Team for clarification.

Applicants will also receive confirmation of their offer directly from the University with the terms and conditions of their offer and additional information to assist in decision making. For all candidates who apply directly to the university, they will receive communications related to their application directly to their nominated email address

Applicants will also be able to view updates to their application on the Northumbria Applicant Portal and may be requested by Admissions to provide information via the Portal at certain stages in the application cycle.

Applicants may also receive individual and relevant communications from other parts of the University, particularly our Accommodation, Marketing and Student Support and Wellbeing services. This may be by email, telephone, SMS and letter, and applicants are responsible for ensuring that their contact details are kept up to date via UCAS Track (if they have applied via UCAS or DfE) or directly with the University if they have applied directly to the university.

## 10.2 Applicant Data

The University is committed to keeping personal data safe and personal data is processed in line with the requirements of the General Data Protection Regulation (GDPR). All members of university staff are required to complete GDPR training annually.

For information on how the University collects and uses personal data please refer to section 16 of the Handbook of Student Regulations which can be found at:  
<https://www.northumbria.ac.uk/handbook>

In accordance with GDPR, the University will not enter discussion relating to applications with anyone other than the applicant, unless the applicant gives express written permission nominating a named person who can discuss their application on their behalf.

## 11. Specific Applicant Groups

Applications from candidates with disabilities will be considered in line with the University's commitment to promoting equal opportunities, subject to professional practitioner requirements where they apply. **Disability Support**

*If you have a disability such as a visual, sensory or mobility impairment, a long-term medical condition, mental health difficulties or a Specific Learning difficulty, you should contact the Disability and Dyslexia Support team to discuss support you may require during your studies, including examination arrangements. Please email [sv.disability@northumbria.ac.uk](mailto:sv.disability@northumbria.ac.uk) and an appointment will be made for you to speak with a Disabilities Adviser.*

Full details on what is available can be found on our website at:

<https://www.northumbria.ac.uk/study-at-northumbria/support-for-students/disability-and-dyslexia-support/>

Decisions regarding admission will be made independently of the assessment of the candidate's individual support needs.

If the University is unable to meet additional needs or can only do so by compromising the learning experience which would disadvantage the applicant, the University, through its Disability Support Service, will inform the applicant immediately the situation becomes apparent.

## 11.2 Applicants under the age of 18 on entry

Applications to all courses will be assessed using the standard entry criteria for each course, irrespective of the applicant's age on entry.

It is recognised that, by law, anyone under the age of 18 is a minor and applicants who will be under 18 when their programme starts should be aware that they are applying to study in an adult environment and there may be a small number of limitations for them at the University while they are under 18. Information on our under 18 policy can be found here

[:https://www.northumbria.ac.uk/study-at-northumbria/admissions/applicant-terms-and-conditionsand-policies](https://www.northumbria.ac.uk/study-at-northumbria/admissions/applicant-terms-and-conditionsand-policies)

## 11.3 Applicants in care

There is specific support in place for care leavers, which covers recruitment, admission, and ongoing support for this group of learners once they are enrolled. This includes guaranteed year-round accommodation. Information can be found here: <https://www.northumbria.ac.uk/study-at-northumbria/support-for-students/financial-support/funding-for-uk-students/care-leavers/>

## 12. Applicants who declare a

Any offer made to an applicant is subject to the applicant engaging with the University Criminal Convictions declaration procedure (as appropriate), if it is deemed necessary for an individual to disclose any relevant unspent convictions.

Convictions that are spent (as defined by the Rehabilitation of Offenders Act 1974), are not considered to be relevant if the applicant is currently on licence. As such, the applicant is expected to make the University aware of any condition that may prevent them from fully engaging in the programme of study and broader University community.

Applicants should refer to the university Criminal Conviction Policy for details on what they must declare and how to do so.

<https://www.northumbria.ac.uk/study-at-northumbria/admissions/applicant-terms-and-conditions-and-policies>

This is particularly relevant when applying for a place in our student accommodation.

Where possible the University will undertake to make reasonable adjustments and suggest alternative programmes of study where available, should any licence conditions make your programme of study inaccessible.

### Applicants who are applying for courses involving a placement and/or access to children or vulnerable adults

Applicants to courses in teaching, health and social work, or any course involving work with children or vulnerable adults must disclose any criminal convictions, including spent sentences and cautions (including verbal cautions) and bind-over orders, that would appear on a criminal records check. Candidates to these courses will also be required to undergo police clearance for entry and will need to complete a Disclosure and Barring Service (DBS) enhanced disclosure. If offered a place this will be sent to you a few months before commencement of your programme.

Applicants must, upon request, provide full details of all relevant convictions. A panel of senior University staff and others as appropriate consider the admission of applicants with criminal convictions and while every decision is made taking into consideration the individual circumstances surrounding each case, the University reserves the right to refuse entry to any applicant with a criminal conviction which may jeopardise the security, safety or reputation of the University or its community, or where there are relevant professional criteria/professional body requirements which apply. This assessment is based on a risk assessment of the relevant convictions and the nature of the course that the applicant is applying for.

Applicants who are convicted of a relevant offence (or in the case of applicants to health, social work and teaching courses, or any course involving work with children or vulnerable adults - any criminal conviction) **after application** must inform the University immediately in writing, providing full details

of the offence so the criminal convictions procedure can be followed. You should only do this if your application has not already been rejected.

This may not necessarily mean that any offer of a place is withdrawn but should the nature of the offence mean that the security, safety or reputation of the University or its community is jeopardised, or there are professional criteria that cannot be met, then the University reserves the right to withdraw the offer and will counsel the applicant accordingly.

## 13. Fees Status Assessments

Applicants are required to give information about their nationality and residential status as part of their application. The University will use this information to decide whether applicants should pay Home or Overseas tuition fees. If the University considers an applicant's fee status to be unclear from the information provided, a fee status questionnaire will be sent to the applicant via email. Applicants who fail to complete and return the questionnaire together with all the supporting documentation required by the given deadline will be assessed as overseas for the purposes of fees and their application will be processed on that basis. Should the applicant then send in additional documentation and their fees status changes to home, it will only be possible to offer a place if any remain available.

All fee status classification decisions will be made in line with Home Office guidance by experienced members of admissions staff within the Admissions Service.

## 14. International Applicants

Guidance on the application procedure for international applicants and details of how to apply for a Confirmation of Acceptance of Studies (CAS) can be found at:

<https://www.northumbria.ac.uk/study-at-northumbria/admissions/>

Any queries regarding this should be directed to: [bc.applicantservices@northumbria.ac.uk](mailto:bc.applicantservices@northumbria.ac.uk)

## 15. Similarity Detection and Prevention of Fraud

### 15.1 Similarity Detection

Applicants who apply via a Clearing House will have their application screened by similarity detection software. Each incoming personal statement is compared against a library of personal statements already held by UCAS/UTT, and a library of sample statements collected from a variety of websites and other sources.

Any statements with a potential similarity level of at least 10% are reviewed by the UCAS Similarity Detection Service. Applications with a similarity level of 31% or more are automatically referred to the University and applicants are also informed.

We may require any applicant reported to us as having a similarity level of 31% to submit a new personal statement and will contact as appropriate any applicant who is required to complete this.

### 15.3 Prevention of Fraud

The University takes the issues surrounding fraudulent applications very seriously. Fraud falls into three main categories:

- Applications from those intent on securing a place by deception.
- Applications from those intent on securing bursaries, grants, loans, and scholarships by deception.
- Applications from those intent on securing a student visa for the purpose of entering the UK by deception.

Clearing Houses and the University follow anti-fraud procedures to detect and prevent fraudulent applications.

Where an applicant is suspected of submitting a fraudulent application the University will write to the applicant to:

- Inform him/her of the discrepancies in their application or the lack of information identified.
- Request clarification, further information and any supporting documentation required by a deadline.
- Advise the applicant of the consequences if the deadline is not met and.
- Advise the applicant if any other organisation is to be contacted about the application.

In addition, the University will inform the relevant Clearing House who may undertake their own investigation.

If no response is received from the applicant by the required deadline a further letter will be sent. This will reiterate the request as specified in the original letter and will give a second deadline.

If no response is received after the second deadline a final letter will be sent informing the applicant of the University's decision to withdraw their application.

No appeal against this decision will be considered.

Should an applicant falsely declare their qualifications or any other part of their application when they apply, including the omission of information relating to qualifications studied (whether or not these were completed) or using fraudulent certificates or evidence the University reserves the right to cancel or withdraw any offer made on the basis of this application. If a student has enrolled, before this false declaration is discovered, the University reserves the right to terminate the student's studies at the University. If the student has completed the course before the false declaration is discovered the University has the right to revoke the award and notify the appropriate bodies.

## 16. Feedback, appeals and complaints

### 16.1 Feedback

Applicants will be sent a brief reason why their application has been unsuccessful which can be viewed via Track (UCAS applicants) and by email for all other applicants. Applicants who require further explanation may request additional feedback in writing.

Applicants to other courses where application is not through a Clearing House such as UCAS will be notified by email of the outcome of their application.

Any applicant requiring feedback (in addition to that already received) on the reason why their application has been unsuccessful should make their request to the Applicant Services Team within ten days of receipt of the decision. It may not be possible for the University to deal with a request if it is received outside of this time frame.

The University will endeavour to respond to all requests within 28 days of receipt.

All requests for feedback should be made to the Applicant Services Team  
[bc.applicantservices@northumbria.ac.uk](mailto:bc.applicantservices@northumbria.ac.uk) marked for the attention of the admissions manager.

You should provide your full name, UCAS/DFE/University ID, and the course for which you applied. The University will acknowledge all requests made.

### 16.2 Appeals and Complaints

The University is committed to the application of consistent, fair, and professional practices in the admission of students. We recognise, however, that sometimes you may be disappointed with how you have been treated or feel that an Admissions decision is unfair or otherwise unsound. The procedure below describes how you may lodge a 'complaint' or an 'appeal' if you feel this is the case. The procedure applies to all prospective Northumbria students.

A '**complaint**' is an expression of dissatisfaction with how you have been treated.

An '**appeal**' is a challenge to an Admissions decision. This may be a decision to reject your application, or it may be conditions of an offer decision.

Both complaints and appeals are investigated according to the procedure described below. The

University prefers, where possible, to resolve complaints and appeals informally in the first instance - please promptly contact us if you wish to discuss the reason for a decision or to query any aspect of the admissions process relating to the handling of your application.

## 16.3 General Principles

- 16.3.1** You will always be treated courteously, all decisions explained to you and relevant regulations complied with. The principles of natural justice will be adhered to, and the individuals considering your case at Stages 2 or 3 will have had no prior decision-making role in the case.
- 16.3.2** If you feel that you have not been treated courteously and professionally during the admissions process, you may lodge a complaint. Please note you will be required to provide evidence of this.
- 16.3.3** If you feel a decision to reject your application or the conditions of an offer are unfair or doubtful, you may lodge an appeal based on:
- The applicant believes that they have received discriminatory treatment compared to other applicants for the same course with the same entry prerequisites. Please note, the University reserves the right to adjust entry prerequisites based on specific phases of the recruitment cycle **and/or**
  - The applicant believes that the University has not adhered to its own stated procedures for the processing of applications. **and/or**
  - The applicant has additional relevant information that was unavailable at the point of application. (If this information was available at the point of application but was not included on any application form submitted to the University, this will not be accepted as sufficient grounds for appeal. If additional information is provided at a time when the course applied for is already full, the University is under no obligation to re-consider the application.)

You may **not** base such an appeal on:

- Questioning the academic judgement of the Applicant Services Team
- Failure on your part to fulfil academic or non-academic requirements for admission (for example a satisfactory DBS Enhanced Disclosure or medical clearance).
- Failure on your part to complete your application form correctly, including details of all qualifications you have achieved, or to supply to the University when requested and within a reasonable timeframe evidence of qualifications achieved.
- Feedback from a third party, such as a referee.
- The University's judgement on any activity carried out by you deemed to be inappropriate by the University whether that be in your work or social life or through social media. This includes but is not limited to; bringing the university into disrepute, putting themselves or others at risk of harm, and any other conduct or criminal convictions which breaches legal regulations.



**16.3.4** Complaints/appeals should be lodged within 20 working days of the issue being complained about. Complaints/appeals received after this will not be considered unless a good and valid reason is provided for why the concern was delayed.

Your complaint/appeal will be acknowledged within 3 working days of receipt.

**16.3.5** The University will only accept appeals/complaints from the applicant or from their nominated representative. Express written consent must be provided by the applicant if they wish a third party to act on their behalf. If written consent is not received, then the University can only deal with the applicant.

Anonymous complaints will not be investigated.

Applicants wishing to submit a complaint should follow the University Admissions Appeals and Complaints Procedure which is available at <https://northumbria-cdn.azureedge.net/-/media/corporate-website/new-sitecore-gallery/applicant-services/admissions-policies/admissionsappeals-and-complaints-jan-2020.pdf?modified=20200120234223>

## 17. Confirmation and Enrolment

### UCAS Applications

Confirmation decisions are made based on the information provided by UCAS via the Awarding Body Linkage (ABL) process where the applicant has a conditional offer based on qualifications that are provided in the ABL.

If results are not received via the ABL it is the applicant's responsibility to ensure that they send the Applicant Services Team a copy of their results.

Applicants (wishing to study from September) must usually meet the conditions of their offer by 31st August in the year in which they apply.

If at Confirmation an applicant does not meet the offer conditions that were made to them but meets those for a similar course at the University or one of its subsidiaries (if there are spaces available), they will automatically be considered for this and will receive a specific communication from the University explaining this, which will clearly state what steps they need to take to accept or decline this alternative offer. They will also receive a separate communication from UCAS reiterating this information.

If at Confirmation an applicant does not meet the offer conditions made to them, and cannot be offered an alternative course, an unsuccessful decision will be sent to UCAS. Applicants will be able to see this decision on UCAS Track. Depending on the decision made by the institution holding the applicant's other choice at this point, UCAS will advise on the next steps as appropriate.

Any applicant not applying via UCAS needs to ensure that they upload their results to their applicant portal.

All applicants should review their Offer Letter which sets out exactly the steps that need to be completed.

## **18. Training and Support**

The University is committed to providing a professional admissions service and to ensuring that all admissions staff are fully trained in procedures and are kept aware of any changes in policy.

The Applicant Services Team (admissions) regularly attend professional training provided by external bodies, such as UCAS and NARIC. This ensures that they are “relevant” in the application of knowledge and are up to date with changes to Government policy and other professional guidelines

They also ensure that academic colleagues and other professional support teams adhere to the requirements of such bodies

## **19. Monitoring and Review**

This policy is reviewed on an annual basis, to ensure that it continues to support the mission and strategic objectives of the University.

It considers changes to relevant legislation; the performance of the University against published service standards and widening participation targets.

Plus, the findings of market research activity; changes and best practice developments in the sector and the changing needs of applicants.

**END**