

Admissions Policy

1 Purpose, overview and scope

- 1.1 The University of Worcester ('we'/'us'/'our') aims to provide fair and equal access to a university education to all those who have the potential to succeed or benefit from it. We aim to offer clear advice and guidance to prospective applicants to enable them to make informed choices and to apply to programmes appropriate to their interests, academic qualifications, and potential.
- 1.2 The Admissions Policy complies with relevant legislation and is guided by the principles outlined by the [UUK and GuildHE 'Fair admissions code of practice'](#) and the UCAS Business Rules. This policy is underpinned by our institutional strategic priorities, which are articulated through our strategic plan.
- 1.3 This policy applies to all applications for undergraduate and postgraduate courses at the University of Worcester and partner organisations.

2 Policy statement

- 2.1 The University welcomes applications from motivated students with appropriate qualifications, traditional and non-traditional, academic and vocational. Our students come from diverse backgrounds and have a whole range of qualifications both from the UK and overseas. We consider applicants to our courses solely on the basis of their merit, ability and potential. We welcome applicants who hold alternative qualifications/experience different to those traditionally offered who can demonstrate the ability to benefit from the course and show their potential to complete the course successfully. Students may also be considered on the basis of prior evidenced professional/work experience and/or other assessment procedures, and the assessment of personal suitability.
- 2.2 We will consider all information provided within the application form, or produced at interview, alongside the limitations of the number of available places at the University, to use all reasonable efforts to attempt to match applicants' aspirations to a course for which they are best prepared and able to achieve the standard required for the award.

3 Principles

- 3.1 The University will ensure that selection methods are fair and consistently applied. Applicants will be selected on the basis of their application, including the evidence of their qualifications and experience and, where appropriate, through the use of interviewing, auditions or other such mechanisms. Consideration will be given to the nature and the purpose of an interview, or any other selection method, to ensure that it has appropriate selection criteria and is designed to appropriately assess the applicant's suitability for the course.
- 3.2 As an inclusive and supportive place at which to study and live we recognise that the University community is enriched by a diverse student body. No potential student will be excluded from entry to any University programme as a result of discrimination on the grounds of gender reassignment, sex, age, sexual orientation, marital or civil partnership status, disability, nationality, ethnic or national origin, race, religion or belief.

- 3.3 The University aims to remove any barriers to application through support for students with disabilities and appropriate outreach to ensure applications from disadvantaged groups through its Access and Participation Plan.
- 3.4 The University will communicate clearly with potential applicants and applicants, and provide clear, accurate and up-front information concerning the courses, the fees, the terms and conditions and the procedures for admissions and enrolment.
- 3.5 In the interests of fairness and transparency, we aim to eliminate making changes to our admissions policy and procedures mid-cycle. However, it may be the case that external agencies (including those of the UK government) amend or update their own regulations or guidance. Where it is required to do so, we will comply with such changes, and we reserve the right to vary our admissions policy and/or procedures accordingly. In such cases, we will explain the change we are making, the context of the change, and how the change is likely to affect applicants.
- 3.6 As an inclusive and supportive place at which to study and live, the University treats all its students as independent, mature individuals, regardless of age, in line with the regulatory framework.
- 3.7 Support for all students can be accessed from the Student Services department which includes the [Disability and Dyslexia Service](#). Early contact is advisable to ensure appropriate levels of support from the outset of the student's course.
- 3.8 Constant monitoring and review of admissions practices and procedures is necessary to effect improvements as required and to respond to any changes in the institutional mission and external factors including changing patterns in the applicant market.

4 Responsibilities

- 4.1 Responsibility for the Admissions Policy lies with the Academic Standards and Quality Enhancement Committee and is operationalised by the Admissions Office and the Doctoral School. Reference to the Admissions Office in this document also refers to the Doctoral School, where appropriate.
- 4.2 Academic Schools are responsible for setting the entry criteria for their courses as well as conducting interviews where these form part of the admissions procedure.
- 4.3 Decisions on selection of applicants will be made by Admissions Tutors for interviewing courses and by the Admissions Office for most other courses.

5 Entry requirements and information for applicants

- 5.1 We are committed to providing applicants with appropriate and timely information to support their decision making and application, including the entry requirements, on an annual basis. This information is available online at www.worcester.ac.uk
- 5.2 Entry requirements are published on the University website, the UCAS website for undergraduate full time courses and in our prospectus. The entry requirements published on our website will be the most up-to-date and will, at all times, take precedence over that contained in hard copy publications and/or third-party websites.
- 5.3 The [Taught Courses Regulatory Framework \(TCRF\)](#) and the [Research Degrees Regulatory Framework \(RDRF\)](#) contains the agreed minimum entry requirements for courses.

- 5.4 Level 2 qualifications may be considered as part of the assessment of each applicant's academic aptitude, and we would generally expect a wide range of GCSEs or other level 2 qualifications at good grades. Where there are specific subject or grade requirements, these will be clearly stated.

6 Application Process

6.1 Undergraduate Full Time

With the exception of some International applications, all full-time undergraduate applications should be submitted through the Universities and Colleges Admissions Service ([UCAS](#)).

6.2 Undergraduate Part Time

Applications to undergraduate part-time courses should be made directly to the University via the University's application form.

6.3 Postgraduate Certificate in Education (PGCE)

All applications for PGCE courses should be submitted through the Department for Education's [Apply for teacher training](#) website.

6.4 Postgraduate

Applications to postgraduate courses are submitted directly to the University using the online application form except for courses that recruit through UCAS, for example MA Social Work. The application form can be found on the relevant course page on the University website.

6.5 Selection process

6.5.1 For all courses, the selection process will take into account:

- a) Typical academic entry requirements
- b) The applicant's potential to succeed in their chosen course
- c) Actual or expected academic or professional qualifications and grades
- d) Relevant work or other experience
- e) Applicant's own statements of interest in the course
- f) Reference(s)
- g) Where appropriate, an interview or portfolio of the applicant's work
- h) Skills derived from non-academic extra-curricular activities such as engagement in sport, the arts or voluntary and community work
- i) Contextual consideration of merit and potential
- j) For International students there may be an English language interview to assess English language skills and/or a compliance interview to assess motivations to study

6.5.2 Decisions on selection of applicants where an interview or portfolio, research proposal or equivalent piece of work is required will be made by the designated Admissions Tutor, in consultation with Admissions where appropriate.

6.5.3 Decisions on selection of applicants where an interview or portfolio, research proposal or equivalent piece of work is not required will be made by the Admissions Office, who will liaise with the relevant Admissions Tutor where appropriate.

- 6.5.4 Those applicants not meeting the selection criteria of their chosen course may be considered for, and offered, an alternative course. If an application is unsuccessful the reason for rejection is recorded to provide applicants with feedback if requested.
- 6.5.5 Where courses are full and/or waiting lists are held, or when courses have to be closed for any reason, applicants are informed as soon as practicable with the offer of alternative courses, wherever possible.
- 6.5.6 Applicants will be expected to know the obligations placed on them if they accept an offer of a place at the University, or on a collaborative programme. This information is made available at the time an offer of a place is made.
- 6.6 *Offer making*
- 6.6.1 Successful applicants will receive an offer of entry from the University. The offer of entry will either be a conditional offer based on any outstanding academic or English Language qualifications and/or any relevant non-academic entry requirements, or if all of the entry requirements have been satisfied, the applicants will receive an unconditional offer.
- 6.6.2 Applicants who receive an offer should refer to the terms and conditions, sent with the offer and available on the [website](#).
- 6.7 *Deferred applications*
- 6.7.1 Applications for deferred entry are welcomed, except for PGCE courses delivered at our partner Regional Training Hubs, MBChB Medicine and MSc Physician Associate. Applicants must have met the terms of their original offer by 31st August in the year of application in order for their deferred place to be confirmed.
- 6.7.2 Applicants who wish to defer entry after their place has been confirmed will be considered on an individual basis, but will only be considered if all the conditions of the original offer were met.
- 6.7.3 Applicants will normally only be allowed to defer their place once. In exceptional circumstances, a second deferral may be allowed, although a new application form may be required.
- 6.8 *Recognition of Prior Learning*
- 6.8.1 Applicants to University programmes can claim academic credit for relevant previous study or learning experiences. This is known as recognition of prior learning (RPL).
- 6.8.2 The [Taught Courses Regulatory Framework \(TCRF\)](#) and the [Research Degrees Regulatory Framework \(RDRF\)](#) set out the regulations governing the recognition of prior learning.
- 6.8.3 The principles, procedures and processes for RPL are set out in the [Procedure for Recognition of Prior Learning](#).
- 6.9 *International applications*

- 6.9.1 Applicants with overseas qualifications will be expected to have achieved the equivalent of the quoted minimum entrance requirements to enrol. Assessment of equivalence will be guided by reference to both ECCTIS and the UCAS Guide to International Qualifications, and academic judgement and experience.
- 6.9.2 International applicants must be proficient in English in order to be admitted to a course. The course minimum requirements are accessible from the University [website](#), and are reviewed regularly to ensure that they reflect current sector good practice.
- 6.9.3 Applicants requiring sponsorship for visas will be risk assessed to ensure that they meet eligibility criteria and will not adversely impact on the University's duties for compliance with Home Office requirements.
- 6.10 *Apprenticeship applications*
Applicants for higher and degree apprenticeships must meet funding eligibility criteria set by the UK Government and be employed by an organisation that satisfies employer recruitment and contractual requirements. Admission is contingent on confirmation of both the applicant's and employer's compliance with these conditions.
- 6.11 *Alternative course offers*
- 6.11.1 The University may decide that it is unable to offer admission to the original course to which an applicant has applied, but is able to make an offer for an alternative course. In this situation, changed course offers will be made.
- 6.11.2 Changed course offers can be made at the point of offer or at the point of confirmation of a place.
- 6.12 *Re-applications*
- 6.12.1 The University will consider re-applications on an individual basis and reserves the right to use information from a previous application, including application form, correspondence and interview notes, as necessary.
- 6.12.2 Re-applications will only be considered in the same application cycle in exceptional circumstances.
- 6.13 *Applications from previously registered students*
- 6.13.1 Where a student is required to withdraw by the Board of Examiners, the student may not normally be re-admitted with credit to a further course until a period of at least twelve months has elapsed.
- 6.13.2 In such cases, students seeking re-entry should contact the Admissions Office for permission to re-apply.
- 6.13.3 Students who have chosen to leave their studies voluntarily are able to re-apply at any time.

7 Discontinued/changed courses

- 7.1 Whilst the University aims to ensure that all courses run as advertised in our prospectus and on the website, it is sometimes necessary to make significant changes to the structure of courses or to discontinue a course. This will sometimes happen between an offer being made and registration.
- 7.2 Where changes are made, the University will inform applicants as early as possible to minimise the potential disruption to the application process. Where possible, an alternative course in a similar subject area will be offered. If an alternative course is unavailable or unsuitable, undergraduate applicants will be able to substitute that particular choice with an application to an alternative provider via UCAS or withdraw completely.
- 7.3 In cases where courses are changed or discontinued, applicants will be advised of their rights to choose alternative courses or providers or withdraw completely.

8 Distance Contract Regulations

- 8.1 The Admissions Policy falls under legislation that regulates 'contracts formed at a distance'. The contract that is created when applicants accept an offer either through UCAS, DfE or directly to the University of Worcester is binding on the University of Worcester (i.e., the University must admit applicants who satisfy all the conditions specified in the offer.) Applicants can withdraw at any time and without penalty after accepting an offer; the 'distance contracts' regulations simply reinforce those rights.
- 8.2 The same regulations require the University to clarify that the services with which applicants will be provided, should they accept the offer of a place, are as stated regarding the content and duration of courses of study (subject to the policy on withdrawal or variation of courses).

9 Deposits and visas

- 9.1 Overseas applicants who require entry clearance to enter/remain in the UK must pay a deposit before a CAS (Confirmation of Acceptance of Studies) will be issued.
- 9.2 Overseas applications will be processed as per the normal admissions procedures. It is a condition of offer for overseas applicants to pay a deposit before the applicant status can be made 'unconditional firm'. The exact deposit amount will be specified on the offer letter.

10 Similarity Detection

- 10.1 The UCAS similarity detection service reviews all personal statements within incoming applications. Any statements showing a level of similarity of 20% or greater will be reviewed by members of the UCAS Similarity Detection Service team. We will be notified of any cases where there are reasonable grounds for suspicion. Full details of the service can be found at <http://www.ucas.com/how-it-all-works/undergraduate/fraud-and-similarity>.
- 10.2 Applicants who are identified under the UCAS similarity detection service will be contacted and may be required to provide additional information in relation to detection or a new statement.
- 10.3 Should an applicant fail to provide an amended statement or provide a statement which is fundamentally the same as the initial submission, their application may be made unsuccessful.

- 10.4 Personal statements referred to the University by UCAS reporting similarity of 20% or greater will reviewed by the Admissions Office and may be forwarded to the Admissions Tutor to review. The applicant may be asked to re-submit their personal statement and/or may be contacted by the Admissions Tutor for a discussion.

11 Verification of qualifications

- 11.1 Applicants are required to provide documentary evidence (e.g., certificates, transcripts) to demonstrate they have achieved the entry requirements of their chosen course and met the conditions of their offer.
- 11.2 If an applicant is unable to provide the requested documentary evidence, the University reserves the right to cancel the application and withdraw the offer of a place on the course.

12 Fraudulent statements and omissions

- 12.1 It is important that applicants include all relevant information on their application form, without any omissions.
- 12.2 The University will refer to the relevant body (e.g., UCAS) any application that we suspect to be fraudulent or to contain fraudulent information. We reserve the right to cancel an application or withdraw any offer made on the basis of an application which we have found to be fraudulent.
- 12.3 The University may request applicants/enrolling students to provide further information or evidence relating to any aspect of their application/enrolment. If such further information is not provided within the period stipulated then the University reserves the right to refuse to consider the application/enrolment, rescind home fees status and demand payment of any fees or monies owing.
- 12.4 Should the University discover, however belatedly, that an offer has been made on the basis of an application which is later found to contain statements or refer to documents which are fraudulent, untrue or misleading, or if key information is omitted from the application, the University reserves the right to cancel an application, withdraw an offer or end a student's right to study at the University. Such students will be reported to the relevant body.

13 Applicants who will be under 18 at the start of their course

- 13.1 The University admits students on the basis of individual merit and does not discriminate on grounds of age, in line with the regulatory framework.
- 13.2 Occasionally the University admits students who are under the age of 18 years at the start of their course. In most cases this will be a very temporary situation, as the student will be approaching their eighteenth birthday at the time they register for University. These students and their parents/ guardians should understand that the University predominantly admits students who are over the age of 18 years and that they will be entering an adult environment. The University treats all its students as independent, mature individuals and students who are under the age of 18 years will be treated in the same way.
- 13.3 The University acknowledges that anyone under the age of 18 is legally a child and recognises that students under the age of 18 may therefore have different needs in relation to their support and wellbeing. Staff in support services, accommodation and academic departments work together to ensure the wellbeing of all students, notwithstanding the University's Safeguarding Policy.

- 13.4 The University does not assume the same rights, responsibilities and authority that parents have in relation to a child, and it will not act in loco parentis (“in the place of a parent”) in relation to students who are under the age of 18 years. A student aged under 18 who wishes to join the University is still the legal responsibility of their parents or legal guardian.
- 13.5 Where contracts are required, e.g., for tuition fees, the University requires parents or guardians to act as guarantors and to honour all obligations under any contracts with the University that the student enters into prior to their 18th birthday.
- 13.6 It is the University’s usual policy to deal with students (with whom it has a contractual relationship) and not with parents or guardians and this approach will also apply to students who are under the age of 18 years. The University is not able to give information to parents regarding the student’s progress, results or any other personal circumstance unless the student has given specific consent or there is a Safeguarding concern. The University will therefore normally expect to correspond with students, not parents.
- 13.7 Like most universities, the University operates extended teaching hours so lectures and contact time with tutors could be anytime between 9am and 9pm. The University cannot undertake to supervise any student travelling home during these extended hours.
- 13.8 Any student who is under 18 will be identified to their relevant Course Leader and Personal Academic Tutor. Teaching and other staff will not routinely be made aware of a student’s age.
- 13.9 Where there are activities such as field trips which require the student who is under the age of 18 to be off campus overnight, the Course Leader must ensure that the trip organisers are aware that there will be under 18 year old student/s who will be participating and take appropriate child protection measures. This should include a risk assessment.
- 13.10 The University will ensure that students under the age of 18 and their parents or guardians have a clear understanding of their responsibilities, as well as the University’s, as a result of the student’s admission to the University.
- 13.11 Applicants who will be under 18 at the start of their course will be sent the University’s consent letter, which must be satisfactorily completed, signed and returned by the applicant’s parent(s) or legal guardian. This letter must include the contact details of the applicant’s parent(s) or legal guardian. Applicants who require a Confirmation of Acceptance for Studies (CAS) and are under the age of 18 will not be issued a CAS until the signed consent letter has been approved by the University. Applicants who do not require a CAS and are under the age of 18 will not be eligible to register with the University until the signed consent letter has been approved by the University.
- 13.12 The parent(s) or legal guardian must ensure that the student has suitable accommodation, and they must confirm this and provide details in the University’s consent letter. If the accommodation arrangements confirmed are not suitable, the applicant’s offer of a place may be withdrawn.
- 13.13 Applicants who are under the age of 18 may apply for University-managed accommodation, provided that consent is obtained from their parent(s) or legal guardian. To be eligible to apply for University-managed accommodation, applicants would normally be expected to turn 18 by 1st January during the first year of their course (or, if their course does not start in September, by the start of the second semester). Additional precautions will be taken for students under 18. This may include aiming to house students under 18 in a flat with other students who are also under 18.

- 13.14 Students under the age of 18 whose parent or carer is not based in the UK are required to provide details of a UK-based guardian who can act as a contact in the event of an emergency. The UK-based guardian can be a nominated friend or relative living in the UK, or a guardian appointed through a guardianship organisation that offers such services. The parent(s) or legal guardian must ensure that the UK-based guardian is suitable and understands and agrees to their responsibilities. Details of the UK-based guardian must be provided in the University's consent letter. If the University is not satisfied with the arrangements for the applicant's UK-based guardian, the applicant's offer of a place may be withdrawn.
- 13.15 The parent(s) or legal guardian of international students under the age of 18 must provide consent for the student's visa application and provide consent and ensure suitable arrangements for the student's travel to the UK, reception in the UK and care while in the UK. Details of these arrangements must be confirmed in the University's consent letter. If the University is not satisfied with the arrangements for the student's travel, reception and care in the UK, the applicant's offer of a place may be withdrawn.
- 13.16 It is a condition of registration with the University of Worcester that the parent(s) or legal guardian of any student who is under the age of 18 years confirms their acceptance of the arrangements set out in this policy, by signing and returning the University's letter of consent for the applicant to start the course.

14 Applicants who have spent a period in care

- 14.1 When an applicant indicates on the UCAS application that they have been in care, we will contact them on receipt of the application to let them know of the support services we have available, and to invite them, if they wish, to provide further details of how their experience of being in care may have impacted on their educational attainment.

15 Interviews

- 15.1 Admission to some courses may require additional stages to the selection process, such as undertaking an interview. In these cases, any additional requirements will be clearly stated on the course page. Some examples of interviewing courses include:
- a) Pre-Registration Nursing, Medicine, Midwifery and Allied Health Professions courses
 - b) Initial Teacher Education and PGCE courses
 - c) In some cases, applicants not meeting the minimum entrance requirements may be advised to undertake an Exploratory Essay.
- 15.2 Applicant interviews may be introduced as part of the selection process for any course offered at the University, provided this is communicated to applicants via pre-entry publicity (e.g., University website). The purpose and conduct of interviews will also be clearly communicated with applicants.
- 15.3 The outcome of an interview, including feedback for unsuccessful applicants, will be recorded and shared with the applicant.

16 Feedback policy

16.1 In order to support transparent admissions systems, the University acknowledges an applicant's need to know why their application was deemed unsuccessful. Summary feedback will usually be provided directly to the applicant via email and in some cases will also be provided via the UCAS Hub for those applying via UCAS. Feedback may also be provided on an individual basis in response to a formal request (written or emailed) from the applicant **within** 6 weeks of the decision being made. The request must include:

- a) UCAS Personal Identification Number /Applicant Number AND
- b) Full name
- c) Date of birth
- d) Course applied for

16.2 Feedback will only be given in written format (not over the telephone or in person) within 8 weeks of receipt of the request. The Admissions Office will not consider an application that has been re-submitted in the same cycle in light of the feedback provided for the same course, but the application may be considered for an alternative course.

16.3 In line with Data Protection policies the University will not be able to provide feedback to anyone other than the applicant unless the Admissions Office has written consent from the applicant. The feedback will be sent to the email address the applicant has provided on their application form. Therefore applicants should be sure to inform the Admissions Office of any changes.

16.4 The University of Worcester does not allow appeals against an admissions decision, and the Complaints Procedure should be followed, if an applicant is unhappy with the feedback received.

17 Disclosure & Barring Service (DBS) and Occupational Health

17.1 Courses requiring a DBS and Occupational Health check will have this clearly stated on their course page. Some examples of courses requiring DBS and Occupational Health checks include:

- a) Pre-Registration Nursing, Medicine, Midwifery and Allied Health Professions courses
- b) Initial Teacher Education and PGCE courses
- c) Successful applicants for Social Work programmes must complete a self-declaration of fitness to train and practice in order to enrol

17.2 Applicants who have lived, studied or worked abroad for a minimum of three months preceding entry will be asked to provide a Police Certificate/Certificate of Good Conduct from the country where they resided. Further details:
<https://www.gov.uk/government/publications/criminal-records-checks-for-overseas-applicants>

18 Applicants with criminal convictions

18.1 The University's policy on the recruitment of students with criminal convictions can be found at:
<https://www2.worc.ac.uk/registryservices/documents/Policyontherecruitmentofstudentswithcriminalconvictions.pdf>

- 18.2 All information supplied by applicants is kept in accordance with the University's policy on data handling: <https://www.worcester.ac.uk/informationassurance/>.

19 Fees and finance

- 19.1 The University of Worcester offers its students financial assistance in the form of scholarships, bursaries, charitable funds, loans and other financial support.
- 19.2 The most up to date information on financial matters will be available on the University's web site at <http://www.worc.ac.uk/your-home/figure-out-finances.html>.
- 19.3 As part of the application process, the University requires applicants to indicate their residency status for fee paying purposes. The University uses this information to determine whether the applicant is eligible to pay Home or Overseas fees. If the University cannot make this assessment from the information in the application form, further information will be requested. Applicants will not be able to register with the University until their fee status has been assessed.

20 Equivalent or lower qualifications (ELQ)

- 20.1 Policy regarding ELQ does not apply to student finance accessed through the Lifelong Learning Entitlement (LLE). The below policy applies to the student finance system before the point at which LLE is introduced.
- 20.2 An Equivalent or Lower Qualification (ELQ) is a course at the same level or below an award an applicant already holds. For example, if an applicant holds a master's degree, a further bachelor or master's course would be an ELQ.
- 20.3 If applicants are classed as studying an ELQ, they may not be eligible for elements of student support such as undergraduate tuition fee loans or postgraduate loans. Please contact Student Finance England or the relevant Student Support provider for more information and to check eligibility.
- 20.4 There are a number of courses that are exempt and continue to receive funding. For further information about ELQ and current exemptions, please contact the Admissions Office (admissions@worc.ac.uk).

21 Disability and Dyslexia Support

- 21.1 The University will be proactive in encouraging applicants to disclose any support needs as early as possible in the application process.
- 21.2 The Admissions Office will provide details of applicants who disclose support needs to the Disability & Dyslexia Service to facilitate appropriate adjustments and support both as a student and through the application process, for example at an interview.
- 21.3 Disability and Dyslexia Service will, guided by the Disability Discrimination Act (DDA), inform the applicant of the reasonable adjustments the University can make in relation to their disability. Based on this information, it will be the applicant's decision as to whether or not they wish to accept the offer of a place on a course. In the unlikely event that the University is unable to make a reasonable adjustment, the Disability Co-ordinator (or representative) will inform the applicant as soon as possible.

22 Extenuating, mitigating or medical circumstances

- 22.1 Where an applicant feels that their qualifying studies have been affected by extenuating, mitigating or medical circumstances, they should ensure that the relevant examination board or awarding body be informed prior to the award being made. The University will assume that any such information will have been taken into consideration by the examination board or awarding body and that the appropriate grades have been issued.

23 Monitoring and Evaluation

- 23.1 Policy is informed by the monitoring and evaluation of all admissions-related processes as follows:
- a) regular review of admissions processes, including consultation to review performance and efficiency
 - b) annual review of entry requirements and decision making criteria, including new qualifications, plus ad hoc revisions where necessary
 - c) annual review of application data to inform policy development.

- 23.2 This policy statement will be reviewed at least annually.

24 Complaints Procedure

- 24.1 Applicants may raise a complaint about the application process.
- 24.2 Applicants do not have an automatic right to appeal against a decision as to whether or not they should be offered a place at the University.
- 24.3 Applicants are not able to refer a complaint to the Office of the Independent Adjudicator.
- 24.4 If an applicant wishes to make a complaint:
- a) They should contact the Head of Admissions in the first instance within three months of the incident. This can be done informally, in person, by telephone (01905 855111) or via email (admissions@worc.ac.uk). The University will not consider complaints made outside of the three months period. Applicants should be aware that if there has been a significant elapse of time, it might prejudice the proper investigation and make resolving a complaint more difficult.
 - b) Should the applicant wish to make a formal complaint, then this should be put in writing. The applicant will receive an acknowledgement of their complaint and the complaint will be investigated. The applicant can expect a response following investigation of their complaint within 20 working days of the Head of Admissions receiving their complaint, provided that there are no delays in receiving further information or evidence from the applicant if required. If the investigation will take longer, the applicant will be written to with the reasons for this and the date by which a response can be expected.
 - c) An applicant who is not satisfied with the outcome of their complaint following the decision by the Head of Admissions may request a final internal review of their complaint by writing to the Academic Registrar, who will review the complaint accordingly. The request should be made within 10 working days of receiving the outcome of the decision and clearly outline the reasons for requesting a final internal review. Requests for review received later than this will not be considered.

- d) The University of Worcester reserves the right to make academic judgements on the suitability and potential of an applicant.

Approval/Review Table

Version Number	2.3
Date Policy Approved	24 th June 2026
Approval Authority	Academic Board
Date of Commencement	1 st September 2026
Amendment Dates	See below
Date for Next Review	January 2027
Date checked for Accessibility	20 June 2026
Related Policies, Procedures, Guidance, Forms or Templates	Taught Courses Regulatory Framework (TCRF) Research Degrees Regulatory Framework (RRF) University Terms and Conditions Policy on the recruitment of students with criminal convictions

Revision History

Committee	Date	Change
Academic Board v2.3	24 June 2026	Minor revisions: [AB25-61]
Academic Board v2.2	28 January 2026	Minor revisions: [AB25-29]
Academic Board v2.1	29 January 2025	Minor revisions: [AB24-31]
Academic Board v2.0	24 January 2024	Minor revisions: [AB23-17]
Academic Board v1.9	1 July 2020	Minor revisions: [AB19-51]
Academic Board v1.8	16 October 2019	Minor revisions: [AB19-10]
Academic Board v1.7	3 July 2019	Minor revisions: [AB18-44]
Academic Board v1.6	17 October 2018	Minor revisions: [AB18-10]
Academic Board v1.5	28 June 2017	Minor revisions: [AB16-51]
Academic Board v1.4	8 July 2015	Minor revisions: [AB14-60]
Academic Board V1.3	9 July 2014	Minor revisions: [AB13-46]
Academic Board V1.2	10 July 2013	Minor revisions: [AB12-55]
Academic Board V1.1	6 July 2011	Minor revisions: [AB10-50]

