

Admissions Policy and Procedure

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If required this document is available in an alternative format. To request this please contact the Admissions Office.

1. Introduction

This policy describes the principles and processes which are used to select and admit new students to Brunel University London with the potential to succeed in their chosen disciplines and contribute to the University's strategic aspirations. We are committed to ensuring that all applications are treated fairly, equally and transparently in accordance with the principles set out in this policy document. The policy covers admissions to all Undergraduate, Postgraduate Taught and Postgraduate Research awards. It covers all study modes including full time, part time and distance learning.

The admissions policy and procedures comply with relevant legislation including the requirements of the Competition and Markets Authority, the Quality Assurance Agency's Quality Code Chapter B2¹, B6², B10³, B11⁴ and the Schwartz Recommendations for Good Practice⁵. The University's operations in this area aim to be transparent, clear, fair and consistent in their application.

Overall responsibility for the University's admissions and recruitment activity lies with the Deputy Vice Chancellor (Education and International). All applications to any course at the University will be through the Central Admissions Office under the direction of the Head of Admissions. Management of the admissions process lies with the Head of Admissions. Members of the Admissions Office are responsible for the operational aspects of the admissions process and academic Admissions Tutors in Departments and Divisions have designated responsibilities at programme level.

2. Widening participation

Brunel University London aims to encourage applications from a wide range of prospective students and actively encourages all who have the ability to benefit from higher education without bias on grounds of social or economic considerations. The University runs outreach activities in support of our commitment to Widening Participation and recognises the importance of scholarships and bursaries to help ensure that anyone who is qualified to study at Brunel can do so, regardless of their financial circumstances.

3. Equality and diversity

Through both its Equality and Diversity and Admissions policies, the University is committed to providing fair, transparent and consistent practice. We work to create and maintain an inclusive environment where people can be themselves and achieve their full potential. We are committed to celebrating diversity and promoting equality of opportunity.

4. Disability and dyslexia

Disabled applicants are welcomed by the University and are encouraged to disclose the nature of their disability in their applications. This enables the Disability and Dyslexia Service to contact all disabled applicants. This early contact with the applicant allows the University to be pro-active in provision of reasonable adjustments, so enhancing their applicant and student experience, whilst complying with current government legislation.

For further information please visit: www.brunel.ac.uk/life/welfare/dis

¹ The Quality Assurance Agency for Higher Education, UK Quality Code Part B: Assuring and enhancing academic quality, Chapter B2: Recruitment, selection and admission to higher education

² The Quality Assurance Agency for Higher Education, UK Quality Code Part B: Assuring and enhancing academic quality, Chapter B6: Assessment of students and the recognition of prior learning

³ The Quality Assurance Agency for Higher Education, UK Quality Code Part B: Assuring and enhancing academic quality, Chapter B10: Managing higher education provision with others

⁴ The Quality Assurance Agency for Higher Education, UK Quality Code Part B: Assuring and enhancing academic quality, Chapter B11: Research degrees

⁵ Admissions to Higher Education Steering Group (2004) Fair admissions to higher education: recommendations for good practice.

5. Information for applicants

Brunel University London seeks to provide clear, accurate and comprehensive information about the programmes, services and facilities it offers. This information is provided in the form of prospectuses, the University website, the UCAS website, open days, social media and other sources. This information includes but is not limited to; the aims, content and structure of individual programmes; entry criteria, skills requirements for individual programmes; guidance about how to apply; the expected fees and other costs of being a student as well as the financial support available.

6. Discontinued courses

The University makes all reasonable efforts to deliver the programmes of study, research opportunities and other services and facilities described in its information for students.

However, the University may in some circumstances be required to:

- Make reasonable variations to the content and/or syllabus of programmes of study
- Alter the timetable, location, number of classes and/or method of delivery of programmes of study and methods of timings of assessments, provided such alterations are reasonable and necessary
- Make reasonable changes to its statutes, Ordinances, regulations, policies and procedures
- Combine programmes of study
- Suspend, discontinue or not provide programmes of study

If the University invokes its right to make changes in this way, it will take all reasonable steps to notify the affected students and minimise any disruption to their studies.

For further information about the circumstances and/or reasons the University may be required to take the actions above please visit: www.brunel.ac.uk/about-this-website/terms

7. Criteria for admission

The University seeks to admit applicants it believes have the potential to succeed. This commitment is underpinned by three factors which are key to indicating the likely success of a student:

- Ability at a certain level in thinking and learning
- A foundation of skills from which to extend their study
- Motivation and commitment

These factors, alongside formal qualifications and experience, will be assessed through a student's personal statement and in some cases at an audition, interview, portfolio etc. Additional assessment of professional capability will apply to some courses e.g. Physiotherapy.

Applicants making fraudulent applications, including non-disclosure of information relevant to the application, will have their offer of a place withdrawn or their registration cancelled. Withholding information about prior study will also be regarded as fraud. Fraudulent applications will be reported to UCAS where appropriate. Applicants who have provided fraudulent documents with a previous application will not be accepted with any new application.

Undergraduate programmes:

All entry criteria are set and reviewed each year by the Recruitment and Admissions Committee chaired by the Deputy Vice Chancellor (Education and International). Entry criteria including grades or qualifications accepted are subject to change each year.

If changes or additions to criteria are required outside the Committee's scheduled meetings these can be approved by Chair's Action and reported at the next Committee meeting. The published entry criteria refer to qualifications taken in one sitting and at the first attempt. Qualifications taken as re-sits or over several sittings will still be considered on an individual basis. The required grades may be higher depending on the assessment of suitable preparation for study at the University.

The published entry criteria are valid for level three qualifications e.g. A-level, BTEC and International Baccalaureate taken in the three years immediately prior to the start of a course. Qualifications taken over three years before will be considered on an individual basis. However, the University will look for evidence of recent study or learning and make an assessment of suitable preparation for study at the University.

In addition to level three requirements for the course the University also expects applicants to have five GCSEs at C or above including English and Maths. The University will consider alternative qualifications if the applicant has not had the opportunity to take GCSEs. The University website lists what UK qualifications are considered in lieu of GCSEs. For more information visit:

www.brunel.ac.uk/courses/admissions/how-to-apply-for-ug-courses/admissions-decisions

The University's website and prospectus provide clear information on the entry criteria for each programme. The website will be updated as soon as any criteria changes occur although criteria published in print may take longer to update. Applicants holding qualifications which do not appear on this list should contact the Admissions Office prior to application to check equivalence.

For further information please visit: www.brunel.ac.uk/courses

Course Entry Profiles can also be viewed on the UCAS website:
www.ucas.com/students/coursesearch

Taught postgraduate programmes:

Entry to taught postgraduate programmes normally requires an undergraduate degree, but relevant experience, in some cases, can substitute for this requirement. Entry to programmes without an undergraduate degree is at the University's discretion.

Specific entry criteria can be found on the course pages of the University website:
www.brunel.ac.uk/courses

Research degrees:

Entry to postgraduate research programmes normally requires an undergraduate degree and a postgraduate degree, but relevant experience, in some cases, can substitute for this requirement. Entry to programmes without an undergraduate or postgraduate degree is at the University's discretion.

In addition applicants should ensure the University has appropriate supervisors or research areas of interest to support the Research Proposal.

For details of entry requirements and application specifications please refer to the University Course Finder www.brunel.ac.uk/courses and Code of Practice for Research Degrees www.brunel.ac.uk/research.

8. Requirements for international and EU applicants

International and EU students make an important and valued contribution to the University community. Applicants for whom English is not a first language are expected to hold a recognised qualification with the required minimum score for their chosen course. Further guidance and regulations on international and EU student entry requirements can be found on our website at www.brunel.ac.uk/courses.

Applicants to specific, professional programmes may be required to undertake a written assessment to demonstrate that an appropriate level of ability in English language has been achieved.

Tier 4 (General) requirements and the issue of a Confirmation of Acceptance for Studies (CAS)

Applicants who require a Tier 4 (General) visa to study in the UK must also meet all of the Home Office requirements to be able to make a valid visa application before the University will make an unconditional offer and issue a CAS. As part of the conditional offer, applicants will be asked to supply documents such as copies of passports, qualifications and visas that relate to these requirements. Applicants may also be asked to provide information about their past immigration history and previous study in the UK (if applicable).

The CAS is issued by the Admissions Office to applicants after all conditions of the offer have been met. Further information for Tier 4 students can be found at: www.brunel.ac.uk/international/visas-and-immigration.

Please note that the University reserves the right to withhold the issuing of a CAS to any applicant who we have any reason to believe will not be in a position to make a successful Tier 4 application.

Instances where this may be applicable include, but are not restricted to, the following examples:

- There is insufficient time to make a Tier 4 application prior to the latest course start date.
- The applicant does not have, or is unable to provide evidence to us that they have, sufficient maintenance funds to be able to make a successful Tier 4 application.
- The applicant is currently residing in the UK as an 'overstayer' (remaining in the UK beyond the expiry date of their visa).
- It is discovered that the applicant has either withheld or provided false information in their original application in relation to their previous immigration history.

Please note that the issuing of a CAS does not guarantee that the applicant will be successful in obtaining their Tier 4 visa and Brunel University London will not accept any responsibility for Tier 4 applications that are refused by the Home Office.

9. Admission with credit

The University operates processes in relation to the accreditation of prior (experiential or certified) learning, which are aligned to sector practice. Career experience, or credits accumulated from a programme at another educational organisation may, where appropriate, allow applicants to transfer credits towards a degree programme at Brunel. In these cases, credits may be counted which can be used to gain advanced entry or exemption from specific modules. Applicants seeking to transfer credits should contact Admissions for advice.

10. How to apply

Applications for undergraduate programmes are normally submitted via UCAS. Detailed information on how and when to apply can be found at www.ucas.com or on the University website at: www.brunel.ac.uk/courses/admissions/how-to-apply-for-ug-courses

Applications for Initial Teacher Training are submitted via UTT. Detailed information on how and when to apply can be found at www.ucas.com or on the University website at: www.brunel.ac.uk/courses/admissions/how-to-apply-for-ug-courses

Applications for postgraduate taught programmes except Initial Teacher Training are submitted via the University's Postgraduate Online Application form. Information on how and when to apply can be found on the University website at:

www.brunel.ac.uk/courses/admissions/how-to-apply-for-pg-courses

Applications for postgraduate research programmes are submitted via the University's Postgraduate Online Application form. Information on how and when to apply can be found on the University website at: www.brunel.ac.uk/courses/admissions/how-to-apply-for-research-courses

Applications through Brunel registered international agents can be submitted through the Agent Portal.

Applicants who are current students at the University and wish to apply for a further programme of study at the University which is not an undergraduate degree or an Initial Teacher Training degree can apply through the Quick Application. The Quick Application form can be found on the student eVision account.

11. Decision making and offers

The University is committed to providing a professional admissions service to applicants. The University has a centralised Admissions Office with responsibility for all operational aspects of the process. Academic departments remain involved in the admissions process, and are responsible for agreeing the entry criteria and selection processes for each of their courses. Admissions decisions are made by the central Admissions Office or appointed academic Admissions Tutors.

The Admissions Office is responsible for all communications with UCAS, including the transmission of admissions decisions. In special circumstances other members of the University staff may, from time to time, be appointed to make provisional offers when traveling outside the UK.

In assessing the academic suitability and potential of applicants, the following information is considered:

- Standard of awarded qualifications
- Predicted achievement in qualifications which are being studied
- Personal or supporting statement
- References, for confirmation of academic potential and personal qualities.

In assessing the academic suitability and potential of applicants, staff of the University may also draw on a variety of additional methods including:

- Interview/audition
- Portfolio of work
- Research proposals (for postgraduate research applications)

The University will consider applications and make decisions as quickly as possible. The time taken to respond will vary according to the type of application and the completeness of information provided. The fairness and consistency of offer making for each programme is managed by the Admissions Office under the direction of the Head of Admissions.

Some of the courses offered by the University use interviews or have other selection activities as part of the decision making process. Various interview formats are in use e.g. individual or group related. Other selection activities may include a sample of writing, audition, portfolio or set tests. Reasonable notice and information will be provided in advance of interview dates. Where an applicant resides outside of the UK, consideration will be given to alternative arrangements including remote interview.

The University accepts undergraduate applications up to and including, the official UCAS deadline of 15th January each year. Applicants are invited to apply for programmes beyond this date, up to and including, the final UCAS deadline of 30th June. Applicants wishing to apply late should note that the quota for some courses is reached early in the academic cycle. Applicants are therefore advised to submit their applications to UCAS before the 15th January deadline.

The University accepts postgraduate applications on a first come first served basis subject to interview in some cases e.g. postgraduate research. Applicants are advised to submit their applications as soon as they can.

In cases where the University is unable to make an offer for an applicant's original choice of course, the applicant may be considered for an alternative or related programme. Applicants will be offered a place, where appropriate, on a foundation programme with the University's partner provider London Brunel International College (LBIC) if they are not qualified for direct entry. More details on LBIC admissions can be found at: www.lbic.navitas.com/

Applicants being considered for an offer of a place will normally be encouraged to visit the University, either as part of the selection process before a decision is reached, or after an offer has been made.

Successful applicants will receive an offer of entry from the University. The offer of entry will either be unconditional or conditional on the basis of qualifications or requirements yet to be completed. Applicants who are made conditional offers must meet all of the conditions listed before the start of the course. In the case of applications submitted through UCAS or UTT, applicants must meet all of the conditions within the cycle in which they have applied including deferred entry applications.

Academic conditions made in conditional offers can include conditions to achieve specific grades in pending qualifications, and English Language qualifications at specific grades. Non-academic conditions made in conditional offers can include provision of suitable references, health check declarations or payment of deposits.

Applicants must meet all of their academic conditions to be guaranteed acceptance at the University. Applicants who have met part of their academic conditions or narrowly missed their academic conditions will be considered at the discretion of the Admissions Office and Academic Tutors on a case by case basis.

Unconditional offers will only be made once an applicant has met all academic and non-academic conditions for entry to the course. If all conditions are met at the time of application an initial offer could be unconditional. Once all conditions are met from a conditional offer this will be converted to an unconditional offer.

When an applicant receives an offer they will also receive information on Scholarships and Bursaries, Accommodation, upcoming events such as Applicant Days and instructions on how to reply to the offer. Once an offer has been accepted and there are no conditions outstanding, information will be sent out detailing how to register on the programme close to the start of the programme.

12. Confirmation of results

The confirmation of offers occurs when results are received by the Admissions Team. The process involves the comparison of achieved results against the original offer made by the University. If academic conditions, alongside any non-academic conditions are met the University is able to 'confirm' places to applicants. Once offers are confirmed, applicants' offer status will move from CF (conditional firm), to UF (unconditional firm). Applicants who applied through UCAS will be able to view this on their UCAS Track account. Applicants who have applied directly to Brunel will be able to view this on their eVision account.

Offers are assessed, and results compared with offers, on an individual basis. It is at this point that the nature and potential impact of any individual extenuating circumstances are also considered.

13. Application via the adjustment period (full-time undergraduate programmes only)

Adjustment is defined as the period during which, applicants who have met and exceeded the conditions of their offer may seek an offer of a place on another programme at an alternative institution. Applicants have five days in which to seek and accept an alternative offer of a place after they have been accepted unconditionally at their firm choice university following the publication of A-level results. The five day period begins on this date regardless of the qualifications held. Applicants to full-time undergraduate programmes are able to enter the Adjustment Period, in accordance with rules defined by UCAS:

www.ucas.com/resultsandnextsteps/adjustment/

14. Clearing (full-time undergraduate programmes only)

Clearing occurs from early July to the end of September each year and is the period during which universities advertise any vacancies they still have available on specific undergraduate courses. Applicants who have not had their offers of a place confirmed or are not holding offers at any university are eligible to apply again through the Clearing process.

When seeking a place via this route, applicants should note that they will only have the opportunity to apply to a selection of named courses for places on a first come first served basis.

Vacancies will be advertised on the University website www.brunel.ac.uk/clearing as well as the UCAS website: www.ucas.com/clearing and the national press.

15. Extenuating circumstances

In the event that an applicant believes they have extenuating circumstances which have or may result in lower attainment in examinations, preventing them from meeting the conditions of their offer, a letter of explanation should be sent to the University's Admissions Team. This will be kept against the applicant's record and given consideration, alongside their results.

Letters of explanation should be accompanied by evidence from an appropriate person, qualified and able to confirm the extenuating circumstances e.g. doctors or teachers. Submission of extenuating circumstances does not guarantee admission.

16. Fee status assessment

Fee status assessment is undertaken by the Admissions Office. The Admissions Managers have been trained in fee status assessment and residency assessment. Fee status assessment will only be undertaken once an applicant has been made an offer. Assessments are made based on immigration and residency criteria as set by the UK government. As fee status is determined by immigration and residency criteria it is possible for applicants who do not require a visa to study in the UK still be classed as 'overseas' for the purposes of fees.

Appeals to fee status decisions are directed in the first instance to a second Admissions Manager. If the applicant still wishes to appeal the decision made by a second Admissions Manager the final appeal will be to the Head of Admissions.

17. Deferred applications

Applicants who are offered a place to study at Brunel are able to defer entry for one year only. This applies to all applicants except undergraduate Clearing applicants whose offer is valid

only for the year in which they apply.

UCAS applicants who are deferring their offer must meet all of the conditions of their offer by the end of the application cycle in which they apply.

If an applicant wishes to change their deferred entry status, either to defer their entry or to request to attend a year earlier, then this request must be made in writing to the Admissions Office and will be dealt with on a case by case basis taking into account course availability.

18. Admission of students under 18 years of age

The University welcomes applications from people of all ages. However, we have a duty of care towards all our students, employees and visitors and in the case of students joining before their 18th birthday this duty is enhanced as these students are regarded as children under English law.

The University is committed to ensuring that it has arrangements in place, across the breadth of its activities which safeguard and promote the welfare of children and vulnerable adults whether or not they are registered students at the University. **Please see the University's [Policy and Guidance on Safeguarding Children and Vulnerable Adults](#).**

Applications from individuals who would be under the age of 18 at the date of registration will be considered by the University on a case-by-case basis. The University may require that admission is subject to the application of specific entry criteria and/or conditions.

It is important that individuals under the age of 18 and their parents/ guardians understand that the University community and campus is predominantly an adult environment. The University does not take on the rights and responsibilities of parents/guardians in relation to under 18s.

Where an applicant is under the age of 18, the University will require the applicant's parent/guardian to sign the University's Acknowledgement Form and return it to the Admissions Office as confirmation that they, the parent/guardian, have read and understood the nature of the obligations which the University owes to its students under the age of 18 and the extent of the services and facilities available to them. No applicant under the age of 18 will be admitted by the University unless and until the Acknowledgment Form has been signed and returned to the Admissions Office. **Download the [Consent Form](#) for applicants, who will be Under 18 when joining Brunel University London.**

Where the parents/guardians of a student under the age of 18 are not resident in the UK the University requires, as a matter of good practice that a UK-based guardian for the student is appointed and the guardian's details are provided in writing to the University as a condition of admission.

The University may allocate accommodation on campus to students aged 16 or 17 subject to availability and to the University's normal arrangements for the provision of accommodation. However, students under the age of 18 are unable to enter into tenancy agreements with the University. The University will require a parent or guardian or other responsible person over the age of 18 to act as guarantor and to sign the tenancy agreement. **Please view the [Accommodation Under 18's policy](#).**

The University must comply with regulations set by the UK Visas and Immigration. As such parents or guardians must ensure suitable care arrangements are in place for a child under the age of 18 who will study in the UK and be sponsored by the University under its Tier 4 licence.

These include arrangements for their:

- Travel
- Reception when they arrive in the UK
- Living arrangements while in the UK

A student aged 16 or 17 has the legal right to live independently in the UK and may make their own accommodation arrangements. However, when a 16 or 17 year old applies for a visa under Tier 4 (General), they must have their parents' or legal guardian's permission both to travel to the UK and to live independently.

19. Criminal offences

The University will consider applicants with criminal records (conviction, caution, warning, reprimand or bind over). Admission will depend on the nature of the course applied for and the circumstances of the offence. Failure to declare an offence, which occurred before or during the admissions process could result in an offer being withdrawn.

Should a student commit an offence whilst registered on a course, this must be declared to the University. Failure to do so may result in the withdrawal of that student's registration at the University.

If an applicant declares a criminal offence as part of their application the University will check to ensure that the offence is relevant. Information on whether an offence is relevant can be found on the application form. If the offence is relevant, further information will be requested from the applicant and a hold put on their application. If necessary, a reference will be taken from the details provided. The information will be passed to the Head of Admissions in the first instance to make a decision on whether the applicant can be offered a place. If no decision can be made e.g. because of the seriousness or quantity of the offences, the information will be considered by a nominated Criminal Offences Panel. The decision of the panel is final and no appeal can be made.

Applicants to professional courses (Teaching, Social Work, Physiotherapy and Occupational Therapy) require mandatory Disclosure and Barring Service (DBS) checks in addition to the initial assessment as described above. In these cases it is essential that DBS clearance is given. Failure to receive this may result in an offer being withdrawn or, in cases where a student has registered, the termination of their studies.

20. Feedback

All unsuccessful applicants will be given a reason why they were unsuccessful when the decision is made either through the UCAS system or directly from the University. Unsuccessful applicants have the opportunity to receive more detailed feedback on their application on request. Feedback can be requested by email or letter by contacting the Admissions Office.

Feedback will be provided by the Admissions Office and where relevant, for example in the case of an interview, feedback will be given by the Department through the Admissions Office. If applicants believe that they have grounds for a formal review of the admissions decision, they should consult the Appeals or Complaints procedures.

21. Appeals against admissions decisions

An appeal can be made when an applicant believes the wrong decision has been made on their application and they would like this decision reviewed. There will be no discrimination against any applicant who makes an appeal. The University will only accept appeals from the applicant directly and not from any third party.

The University will seek to ensure that all appeals are treated seriously and constructively. It will also seek to ensure that appeals are dealt with promptly, with fairness and consistency. If an appeal is upheld, the University will take such action or provide such remedy as may be

appropriate and will do so promptly. If an appeal is not upheld, the reasons for the decision will be communicated to the applicant.

In the first instance, applicants who wish to appeal a decision should raise it with the staff in the Admissions Office by asking for feedback on why they were unsuccessful. The request for feedback should normally be made within 14 days of the reject decision. After considering this feedback if there is additional information to add to the application or the applicant believes an error has been made, the applicant should contact the Admissions Office with their reasons for having the decision reconsidered.

If the applicant is still not satisfied by the outcome from the Admissions Office they should put the appeal in writing either by letter or e-mail to the Head of Admissions. The appeal should normally be made within 14 days of the feedback given by the Admissions Office or the department. The complaint will be investigated in consultation with the relevant Admissions Tutors / administrators and a response to the appeal will be given, normally within ten working days of an appeal being made. If it proves impossible to respond fully within ten working days, the applicant will be informed of a realistic timescale in which to expect a response.

If the applicant is dissatisfied with the response received from the Head of Admissions, a written appeal to the Academic Registrar should be made within 10 days. This should set out briefly: the nature of the appeal; the informal steps already taken (if any); details of the response received; and a statement as to why the applicant remains dissatisfied and, without prejudice to any formal remedy which might be determined, the remedy which is sought.

The Academic Registrar will investigate the appeal and if necessary, call together the Case Review Panel which will consider all the relevant facts. The applicant may submit any evidence or make a statement if they choose. Full minutes will be taken at the panel and the applicant will receive the decision of the panel within 10 working days of the meeting. The Case Review Panel's decision following completion of this process will be considered as final.

22. Complaints regarding the admissions service

A complaint is when an applicant is unhappy with the service received from the Admissions Office. There will be no discrimination against any person who makes a complaint. The University will seek to ensure that all complaints are treated seriously and constructively. It will also seek to ensure that complaints are dealt with promptly, with fairness and consistency. If a complaint is upheld, the University will take such action or provide such remedy as may be appropriate and will do so promptly. If a complaint is not upheld, the reasons for the decision will be communicated to the complainant.

The Head of Admissions will monitor formal complaints on an annual basis and will be responsible for implementing, or recommending to the Recruitment and Admissions Committee, changes to systems or procedures suggested by the nature and pattern of the complaints received.

In the first instance, anyone with a complaint should raise it informally with the relevant member of staff in the Admissions Office or Department. If a complaint has not been resolved satisfactorily on an informal basis, the complainant should write to the Head of Admissions outlining the nature and details of the complaint.

The complaint must be made within 14 days of the actions (or lack of actions) that prompted the complaint. The complaint will be investigated in consultation with the relevant Admissions Tutors / administrators and a response to the complaint will be given, normally within 10 working days. If it proves impossible to respond fully within 10 working days, the complainant will be informed of the timescale for the receipt of a full response.

If the complaint is about non-selection, the Head of Admissions must be satisfied that the application was considered fairly and that the decision complied with the selection policy. Provided the Head of Admissions is satisfied that this is the case, a response explaining the

context of the decision is acceptable at this stage. The response will also draw the applicant's attention to the Appeal procedure.

If the complainant is dissatisfied with the response received from the Head of Admissions, a written complaint to the Academic Registrar should be submitted within 10 days. This should set out briefly: the nature of the complaint; the informal steps already taken (if any); details of the response received; and a statement as to why the complainant remains dissatisfied and, without prejudice to any formal remedy which might be determined, the remedy which is sought.

The Academic Registrar will investigate the complaint and if necessary, call together the Case Review Panel which will consider all the relevant facts. The complainant may submit any evidence or make a statement if they choose. Full minutes will be taken at the panel and the complainant will receive the decision of the panel within 10 working days of the meeting.

The Case Review Panel's decision following completion of this process will be considered as final.

23. Data protection

All information held by the University will be treated in confidence, in line with the Data Protection Act, 1998.

The University will conduct its relationship directly with the student and not with his/her parents/guardians. The University will not share information about students with their parents/guardians (even where a student is under the age of 18) without a valid consent from the student or other lawful justification for disclosure. This means that the University is not able to give information to parents/guardians about a student's progress, results or any other personal circumstances in the absence of a valid consent or other justification.

The University's Data Protection Policy can be found at:

www.brunel.ac.uk/about/administration/information-access/data-protection/policies-and-guidelines

Further information on data protection can be found on the government website below:

www.opsi.gov.uk/acts/acts1998/ukpga_19980029_en_1

24. Freedom of information

The University will respond to written requests for information, in accordance with the Freedom of Information Act, 2000, within 20 working days. For further information, refer to:

<https://ico.org.uk/>

25. Monitoring

Brunel University London aims to regularly review and monitor its processes and practices with regards to Admissions. This ensures that it remains aware of changes in practice and policy within the sector and is able to provide adequate training for employees and the best possible service to its applicants.

26. How to contact us

Email: admissions@brunel.ac.uk

Admissions Office, Brunel University London, Kingston Lane, Uxbridge, Middlesex UB8 3PH

Tel: +44 (0)1895 265265