



## Higher Education Student, Recruitment Selection and Admissions Policy

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# HE Student Recruitment, Selection and Admissions Policy

## 1. Objective

This policy document supports New City College Strategic Intent by outlining the policies pertaining to successful student recruitment, selection and admission on to higher education (HE) programmes.

We aim to ensure that all applications for HE courses are underpinned by the principles of fair admissions otherwise known as the Schwartz Report (2004).

The five Schwartz principles state that a fair admissions process should:

- Be transparent
- Enable HE providers to select students who are able to complete the programme as judged by their achievements and potential
- Strive to use assessment methods that are reliable and valid
- Seek to minimise barriers for prospective students
- Be professional in every respect and underpinned by organisational structures and processes.

## 2. Scope

This document sets out the principles and practices of the recruitment, selection and admissions policy that applies to all applications for prescribed HE courses received by the College. This includes the following awards at level 4, 5, 6 and 7: HNC, HND, Foundation Degrees, Bachelor Degrees, Professional Graduate Certificates and Diplomas, and Masters Degrees. Students on such courses may be attending full time, part time or by distance learning.

In providing HE the College works with the following:

- The Open University
- The University of East London
- Bath Spa University
- London Metropolitan University
- Pearson Education

For the purpose of this document, and in line with the UK Quality Code for Higher Education, recruitment, selection and admission includes:

- Recruitment activities to help prospective students make informed decisions about whether they wish to undertake study within HE and, if so, where, how and what they might wish to study
- Procedures employed by New City College to select suitably qualified prospective students for particular programmes
- New City College decision making processes and subsequent communication with both successful and unsuccessful prospective students
- Ways in which New City College will support those who receive and accept offers of a place to make the transition from prospective student to current student.

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## 3. Definitions and Terminology

- 3.1 Customer Services: The team responsible for receipt and processing of all College course enquiries and applications, and management of student enrolment. Customer Services team sit within the Marketing, Liaison and Recruitment department.
- 3.2 ProSolution: This is the College-wide Management Information System containing details of existing and potential students. Customer Services uses ProSolution to record, track and process student enquiries, applications and enrolments.
- 3.3 International student: A student who requires a Tier 4 (student) visa to study in the UK. Such students may or may not be living overseas at the time of making their course application.
- 3.4 UKCISA: The UK Council for International Student Affairs (UKCISA), to whom the College subscribes for advice and guidance regarding the fee assessment of all students as to home/overseas fee status.
- 3.5 UCAS: The University and Colleges Admissions Service (UCAS), through whom all applications for full-time undergraduate prescribed HE courses must be made and processed. International students who do not apply through the UCAS main scheme will be registered with UCAS through the Record of Prior Acceptance process.
- 3.6 Weblink: UCAS's online portal for accessing UCAS applications, processing main scheme and Clearing offers, and receiving applicant decisions. Weblink also hosts a number of Management Information reports.
- 3.7 National Information Centre (UKENIC) An organisation to whom the College subscribes for comparison of international qualifications with the British education system and awards.

## 4. Roles and Responsibilities

New City College HE courses are delivered in partnership with various Higher Education Institutions and one awarding organisation. If a programme is franchised the awarding institutions has the ultimate responsibility for admission, if a programmes is validated the admissions rests solely with NCC.

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### 4.1 Customer Services are responsible for:

- Acting as first point of contact for all course enquiries, applications and enrolments
- Providing a personalised initial information, advice and guidance (IAG) service to all applicants from initial enquiry through to enrolment
- Receiving all applications and recording these on ProSolution
- Acknowledging receipt of all applications and arranging interviews and assessments as appropriate
- Notifying the Learning Support Service when an applicant declares a special learning need and/or disability and liaising with the service regarding the provision of support and reasonable adjustments to the application process, this is achieved through MIS reporting
- Producing a National Information Centre (UKENIC) comparison of applicant qualifications that have been awarded outside the UK
- Notifying the premises support team and, where appropriate, the curriculum teams, when an applicant has declared a criminal conviction. The resulting action will vary depending on the course programme
- Monitoring the return of interview outcomes and informing Deputy Curriculum Managers and Senior Curriculum Managers of any outstanding applications or outcomes prior to the deadline dates
- Notifying applicants of the outcome of all interviews and sending offers, as specified by the curriculum team, or discussing alternative courses as appropriate
- Ensuring that all offer letters comply with The Competition and Markets Authority (CMA) guidance by containing the full set of information required to allow applicants to make an informed decision regarding acceptance of the offer made to them
- Contacting applicants who fail to attend their interview and withdrawing or rebooking the applicant as appropriate
- Inviting applicants to programme taster days/keeping warm activities
- Managing enrolments for all student year groups and notifying students of the enrolment date, location and any relevant documentation required at enrolment (certificates, passport etc.)

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- Notifying students of any course fees, as detailed in the Fee Policy, and how and when payment should be made
- Fee assessing each applicant to determine eligibility for Home fee status
- Keep up to date with UCAS policy and processes, and disseminate information to curriculum teams as required
- Support recruitment activities in liaison with curriculum staff
- Liaising with the Marketing Team and checking the publication of pre-application course and institution promotional information to ensure that the College is meeting its obligations under Consumer Protection Law and is compliant with the guidance published by the Competition and Markets Authority (CMA).

### **4.2 Student Services are responsible for:**

- Providing appropriate IAG to prospective students, including enquirers and applicants seeking information about financial support
- Assisting prospective students in making funding applications to Student Finance England or other relevant agencies.

### **4.3 The Learning Support Service is responsible for:**

- Contacting applicants by telephone to discuss their declaration of a specific learning need or disability on the course application form
- Working with the curriculum teams on request to ensure that reasonable adjustments are made to interviewing conditions in order to accommodate those who have declared a learning difficulty or disability
- Ensuring that the college explores reasonable adjustments to accommodate additional needs, thus enabling the student to access the curriculum and, where this is not possible, to liaise with the curriculum team so that they can contact the applicant with the outcome.

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### 5. Higher Education Admissions Overview

- 5.1 New City College is committed to delivering a recruitment, selection and admissions process that has the student at its heart. We aim to deliver a consistent and transparent service. Prospective students, applicants and current students alike can expect to receive a high quality experience. Where the HE programme is delivered in partnership with a university or other HEI and admission is via that provider, the College will refer applicants to that provider's application process.
- 5.2 The college welcomes applicants for HE programmes from motivated applicants from all backgrounds, including backgrounds that are under-represented within HE. We will select applicants on the basis of their individual suitability for the programme they have applied to. Applicants are required to demonstrate that they meet the minimum academic requirements as specified in the published course information. To make sure that the College can support its students' success on HE programmes, applicants must have relevant attributes for higher education study, which include critical thinking, an appropriate level of literacy, numeracy and communication skills, the ability to use appropriate learning resources and the ability to take responsibility for own learning. These attributes will be considered alongside previous academic achievement, professional and personal experience. As with all programmes offered by the College, it is important for applicants to have the motivation and potential to succeed on the intended programme of study. Entry requirements will vary by programme and may be stipulated by the validating/awarding body, an external accrediting body or Senior Curriculum Manager. Individual programmes may also feature non-academic entry requirements. This will be publicised alongside academic entry requirements and will be assessed by a number of means.
- 5.3 Applicant merit and potential may be assessed by a variety of means:
- a. Personal statement
  - b. A reference from an educator or employer
  - c. Academic certificates
  - d. Employment history
  - e. Portfolio of work relevant to the programme applied to
  - f. Audition for performance programmes
  - g. Interview with the curriculum team
  - h. Literacy and/or numeracy assessment
- The timing and methods for such assessment are specified in the published course information and confirmed in communications from the Customer Services team.
- 5.4 Applicants who demonstrate on their application form that they meet the minimum entry requirements, as confirmed by the curriculum teams, may be invited to attend an interview which may incorporate testing, audition and/or portfolio review. Applicants will receive acknowledgment of receipt of their application within one working day of its arrival in the Customer Services office. Timescales for arranging interviews will vary between programmes but in all cases will comply with UCAS deadline dates. Curriculum teams are responsible for offer making.
- 5.5 New City College is committed to handling admissions appeals and complaints professionally, within the given framework specified in this policy.

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- 5.6 All policies are approved by the Senior Leadership Team, who ensure their coherent implementation across the College. The Customer Services team provide a centralised service for each campus, thus supporting the coherent practice of this policy. This policy is subject to annual review.
- 5.7 New City College adheres to codes and practices that are relevant to recruitment, selection and admissions:
- All relevant legislation, including the Equality Act 2010, General Data Protection Regulation 2016 and the Data Protection Act 2018
  - QAA's *UK Quality Code for HE*
  - UCAS's Admissions Guide for HE Providers
  - The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013
- 5.8 New City College may choose to enter in to arrangements with external recruitment agencies. Such agency agreements will be subject to due diligence. Any arrangement with an external agency must comply with the codes and practices stated in 5.7.

### 6 Recruitment Activities

- 6.1 The Marketing team co-ordinate a number of recruitment activities that span the full curriculum and the two main campuses. Recruitment activities take place on and off campus and are supported by the Admissions Customer Services team, the Schools Liaison team, and the curriculum teams where required.
- 6.2 New City College host open events at each of the main campuses in each academic year. The open events take place in the evening or on Saturdays in order to allow prospective students to attend without missing school, college or work.
- 6.3 The open events provide prospective students with an opportunity to view the College campuses and the available facilities. Curriculum staff are available to provide detailed information about individual course content, structure and entry requirements. Support services will also be available to provide relevant pre-application information, advice and guidance (IAG).
- 6.4 The Marketing team, in collaboration with curriculum teams, attend external recruitment events.
- 6.5 The Schools Liaison team maintain the relationships between New City College and the school sector, including sixth form colleges. The team attend schools HE and Careers events, supported by the Customer Services team. IAG at such events focuses on making prospective students aware of the College's course provision and the course entry requirements.

### 7 Enquiries, information, advice and guidance (IAG) for applicants

- 7.1 New City College is committed to providing high-quality IAG to applicants, parents and advisors on all aspects of recruitment, selection and admission. A high proportion of the advisors in student support services, which includes Customer Services, have completed a Level 3 or 4 NVQ in Advice and Guidance. In addition to this, each of the student support services also hold the matrix standard for provision of Information, Advice and Guidance.

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- 7.2 Contact details for prospective student and applicants' enquiries are advertised on the College website, the prospectus, all published hard copy marketing materials and advertisements, and on social media sites.
- 7.3 Prospective students making direct contact with New City College for the first time are directed to the Customer Services teams. Enquiries are received by the teams in a variety of mean:
- Face to face: Prospective students can visit the Customer Services teams at any campus, Monday to Friday (please call 0330 135 9000 for opening hours)
  - Telephone: the Information and Admissions College telephone lines are advertised on all marketing materials (0330 135 9000) and are answered by the College Contact Centre throughout the working day. Calls will be put through to the Customer Services team where a voicemail facility is available and callers leaving voicemails can expect a response by the next working day.
  - Email: the Customer Services team respond to emails within one working day of their receipt (info@ncclondon.ac.uk)
  - Post: A response to enquiries received by post is sent within one working day. Standard response times will increase to three working days during peak times.
- 7.4 Course entry requirements are published on the UCAS and College websites. and on the UCAS Search Tool. Entry requirements are reviewed annually and updated at the request of the curriculum teams, prior to the opening of the relevant admissions cycle. Prospective students and applicants wishing to seek further guidance regarding entry requirements are advised to contact the Customer Services team. Competition and Marketing Authority (CMA) compliance is ensured by the Customer Services team, in conjunction with curriculum teams and Marketing.
- 7.5 Maintaining the website and prospectus is the responsibility of the Marketing team. Requests for information to be provided in alternative formats, such as large print or braille, are forwarded to the Marketing team, who will arrange for the provision of the requested format.

## 8. The Application Process

- 8.1 Application routes for HE programmes at New City College vary depending on the programmes and partner Higher Education Institutions (HEI). The processes for application and admission are clearly stated in the published information for each programme. Applicants can seek clarification and support at any time through the Customer Services Team. Generally, this will be as follows but may vary depending on the programme;
- Full time, undergraduate course applications must be made online through UCAS. Where an applicant applies late in the summer a direct application may be accepted but the applicant's details will be registered with UCAS upon their enrolment, in accordance with the UCAS Record of Prior Acceptance process.
  - Part time undergraduate, postgraduate and professional HE course applications must be made directly to the College. This can be done vis the college website – [www.ncclondon.ac.uk](http://www.ncclondon.ac.uk) - or by using an appropriate HE application form, supplied by the Customer Services team.

When to apply:

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- New City College adheres to UCAS deadlines  
<https://www.ucas.com/advisers/managing-applications/application-deadlines>  
Applications for full time undergraduate courses should be submitted to UCAS in line with their timeline. between 1<sup>st</sup> September and 30<sup>th</sup> June. Applications made after 15<sup>th</sup> January are regarded as late by UCAS but will continue to receive equal consideration by NCC.
- Applications submitted to UCAS after 30<sup>th</sup> June will be processed through UCAS Clearing. It is not necessary to wait until A Level results day to make an application through Clearing.
- Applications for part time undergraduate courses, and all Postgraduate courses, including Teacher Training, can be submitted to the Customer Services office at any time. There is no deadline for submitting applications, however we recommend that you apply as early as possible.
- NCC can accept full-time applications made directly to the college and they will be reported to UCAS via the Record of Prior Application process.

8.2 The Customer Services team provide IAG on the application process. Receipt of an application triggers production of an acknowledgement email or letter containing further information and next steps. This is sent within one working day of receipt of the application. Customer Services are the main point of contact throughout the application process.

8.3 All applicants are logged on the College's Management Information System, ProSolution, which is used to track applicant history and progress from initial enquiry through to enrolment. All emails and letters sent to the applicants can be tracked through this system and reproduced if required. Applicant data is logged and managed in the same way regardless of the course applied for. Paper-based application files are produced for use by the interviewing course team.

8.4 Working in accordance with UKCISA guidance, Customer Services fee assess applicants' eligibility for fee status.

8.5 Where an individual has made multiple applications, they will receive equal consideration for each course. Applicants are permitted to apply for the same course in multiple years, however, courses that adhere to external professional standards, such as Social Work and Teaching, may choose to limit the number of times an individual may apply. This is made clear in the pre-application information on the College website where applicable.

### 8.6 Entry requirements

- a. Individuals applying for any HE course at New City College must meet the entry requirements. They must submit a personal statement with their application and be prepared to provide an academic or employer reference upon request. Course-specific entry requirements can be found on the course search of the College website.
- b. Recognition of Prior Certificated Learning may be considered for entry to programmes. See section 8.20 for further details regarding Recognition of Prior Learning.

### 8.7 Interviews and Assessments

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- a. Applicants may be invited to attend an interview/assessment with a member of the curriculum team.
  - b. Applicants are made aware of their interview/assessment date and process by an email or a letter sent by the Customer Services team. It is the intention of the College to provide two weeks' notice of the interview appointment. In cases where this is not possible, applicants will receive a telephone call, subsequently confirmed by email.
  - c. Interviews are conducted by representatives of the curriculum team who teach the course the applicant has applied for. The interview follows the set structure for that particular programme and is conducted by someone who is able to speak about the course in detail. The interviewer ensures that the interview is conducted in an appropriate environment and that the applicant is given the opportunity to speak confidentially.
  - d. All interviews are conducted in line with the Colleges' Equality & Diversity Policies. Applicants seeking reasonable adjustments to their interview/assessment are invited to contact the Customer Services team upon receipt of their interview/assessment letter. The Customer Services team will communicate the adjustment request to the interviewing tutor, who will liaise with the applicant and the Learning Support Service regarding their needs. In order to allow sufficient time to make arrangements, the applicant's request must be referred to Learning Support Service at least two weeks in advance of their interview.
  - e. The curriculum teams are open to conducting interviews via Skype, or similar video conferencing, when travel to an interview is impractical for the applicant, e.g. the applicant lives outside the UK. Auditions can be recorded and uploaded to the internet using a medium such as Youtube or DropBox. Portfolios can also be viewed online if required.
  - f. The College reserves the right to insist on interview attendance for courses that must adhere to outside regulatory bodies and professional standards. This includes: BA (Hons) Social Work, PGCE and BA (Hons) Integrative Counselling. However, every effort will be made to ensure that all stages of the interview process are conducted on the same day for those for whom multiple journeys are impractical.
- 8.8 New City College does not use national admissions tests to select students. However, applicants may be required to complete literacy, numeracy and/or comprehension tests as part of the interview process. Some programmes also require completion of a group exercise. Applicants will be made aware of the content of any tests and assessments, as well as any preparation that is required, in their interview email or letter.

### 8.9 Criminal Convictions

New City College is committed to equal opportunities and aims to provide a supportive and positive environment; however, the College also has a responsibility to provide a safe environment for all its staff, students, visitors and local community. Therefore all applicants at application, will be asked to declare on a document whether they have any criminal convictions, cautions, reprimands, final warnings or prosecutions pending, or whether they have been released by the police subject to investigation or are under youth triage or on police/court bail.

If an applicant does declare, a risk assessment on the individual will be carried out by the campus safeguarding lead, this will take place before the student is offered a place. Where data sharing agreements exist with local police the college will check the conviction with the police to ensure a full factual account regarding the case is

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reviewed. The main purpose of this risk assessment is to ensure that the college can put support in place to support the student at college. However, this process will also ensure that the college is assessing any risks to the college community

The campus safeguarding lead will make a recommendation to the Deputy Principal at the campus. The borough Principal will then make a final decision based on the evidence presented. After the process has been completed the college may offer the student a place or exercise its right to refuse to offer a place to the student.

All applicants should note that failure to declare information about a conviction or pending court case or supplying untrue or inaccurate information about a conviction or pending court case may lead the offer of a place or enrolment on the course to be withdrawn at any time.

If an individual is unsure if their conviction is spent and should be declared they should get advice from the appropriate agency e.g. Youth Offending Team or Probation Service, or visit the online calculator [www.disclosurecalculator.org.uk](http://www.disclosurecalculator.org.uk) or [www.unlock.org.uk](http://www.unlock.org.uk) for up to date advice.

Programmes that require disclosure of criminal convictions request that the applicant complete a Disclosure and Barring Service (DBS) check. The relevant programmes will do this in one of two ways:

- a. Applicants applying for programmes that require a mandatory external work placement with vulnerable people, such as Early Years, Supporting Teaching and Learning in Schools and PGCE, are required to present their workplace DBS check at their interview.
- b. Applicants applying for a programme where the work placement with vulnerable people is arranged by New City College, are asked to complete and pay for a DBS as part of their enrolment/induction process. Applicants are made aware that continuation on their programme of study is subject to the return of a satisfactory DBS check. To ward against withdrawing students post-enrolment, applicants are asked to complete a self-declaration as part of the interview process. The purpose of this is to allow any issues arising to be explored before an offer is made. Applicants are made aware of the need to complete and pay for a DBS check in the pre-application information on the College website, in their interview invitation and in their offer letter. (DBS payments are non-refundable in the event of a course rejection).

### **8.10 Decision-making and Offers**

- a. Applicants who do not meet the minimum entry requirements are offered an interview for an appropriate alternative, where such an alternative exists. This will not necessarily be a HE course.
- b. It is not policy to routinely give reasons for rejections. However, any applicant seeking rejection reasons or interview feedback should contact the Customer Services office. Applicants can expect to receive an initial response to their feedback request within two working days of that request being received. Where additional information must be sought from the relevant curriculum team, the timescale extends to ten working days from receipt of the request. Feedback requests from third parties are not accepted. Applicants are welcome to speak to a Customer Services Adviser for advice and guidance regarding the qualifications and experience that will lead to a successful course application in the future. All requests of this nature should be addressed to [info@ncclondon.ac.uk](mailto:info@ncclondon.ac.uk) in the first instance.

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- c. Interview outcomes are decided by the interviewing curriculum team. Applicants can expect to receive communication of the decision within five working days of completion of the full interview process. The exceptions to this are courses where it is necessary to convene a review panel to confirm application decisions. This currently applies only to BA (Hons) Social Work. Applicants are given an expected decision date by the curriculum team at the conclusion of the interview process.
  - d. All application outcomes are communicated to the applicant in a letter sent by the Customer Services office. Applicants who have applied through UCAS, can also see their offer or rejection on UCAS Track. Offer letters list each condition (if applicable) of the offer and state when the conditions must be met by. Applicants who do not understand the conditions of their offer should contact the Customer Services team for clarification.
  - e. Offered applicants enter into a contract with the College at the point of accepting their offer. Applicants are invited to read the College's Terms and Conditions, which are contained in a PDF file on the College website, before accepting their offer. Applicants who have applied through UCAS are required to accept or decline online via UCAS Track. Applicants who have applied directly to the College are asked to email the Customer Services team with their reply. In both cases the offer and applicant decision are recorded on the College's Management Information System. Applicants are advised that by accepting an offer, they are agreeing to the Terms and Conditions.
  - f. Applicants who accept their offer have the standard 14 days cooling off period, during which time they can terminate their contract either by changing their decision on UCAS or contacting the Customer Services office. Applicants wishing to terminate the contract after the 14 day period should refer to the HE Terms and Conditions of the Student Contract.
- 8.11 New City College collect as many exam results as possible online through UCAS's Awarding Body Linkage (ABL). Where results are not available through the ABL, or the applicant has not applied through UCAS, the applicant is required to submit evidence that conditions have been met to the Customer Services office by the deadline given in the offer letter. Scans and emails of qualifications are accepted by the Customer Services team but the original certificates/results slips must be presented to the curriculum staff at enrolment.
- 8.12 Confirmation decisions are processed in accordance with the deadlines specified in the UCAS Admissions Guide. Applicants can access these deadlines on the UCAS website. Applicants will be notified of their Confirmation decision via UCAS Track.
- 8.13 Successful applicants receive a letter from the Customer Services team, inviting them to enrol at the main campus before the start of classes. The purpose of the enrolment session is to allow the curriculum teams to check that all offer conditions have been met and to process the necessary data and fees required to fully register the student on their programme. The session also provides the students with the opportunity to ask the curriculum teams any final questions before enrolling and completing their registration on the programme.
- 8.14 Where applicants have not met their offer conditions, the Customer Services team do not automatically process a Confirmation Rejection. Instead, the applicant's information is referred to the curriculum team for advice and guidance.
- 8.15 New City Colleges ability to make Confirmation decisions is dependent on applicants demonstrating that they have met their offer conditions by the deadline specified in their offer letter. Applicants who cannot demonstrate that they have met their offer conditions

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due to an unforeseen delay, or the loss of a document, should contact the Customer Services team. The Customer Services team will contact the relevant curriculum team to obtain further guidance regarding the applicant's next steps.

- 8.16 Applicants who have applied to New City College directly, do not receive confirmation decisions prior to their enrolment appointment. Applicants who are concerned that they cannot meet their conditions should contact the Customer Services team for further guidance.
- 8.17 Information regarding programme start dates is provided in the applicant's enrolment invitation letter. When this information is not available at the time of sending the letter, it will be provided to new students at the enrolment session. Induction packs, the Student Handbook and Academic Regulations and reading lists can be accessed on the College's Virtual Learning Environment (VLE).
- 8.18 Clearing and Adjustment
- a. New City College is happy to consider new applications through UCAS Clearing and UCAS Adjustment. In both cases, applicants are expected to demonstrate that they meet the standard course entry requirements and complete the full interview/assessment process, just as if they had applied through the UCAS main scheme.
  - b. New City College is bound by the terms of the UCAS code of practice and application procedure. Applicants are therefore required to ensure that they are eligible for Adjustment or Clearing before contacting the Customer Services team and will be asked to provide their UCAS Personal ID number if they wish to be considered for a programme.
  - c. Adjustment and Clearing offers will be detailed in an offer letter sent by the Customer Services team and will be visible on UCAS Track. The student contract is formed at the point the applicant accepts the offer by adding New City College and the relevant course choice to their profile on UCAS Track.
- 8.19 Deferred entry
- a. New City College is happy to accept applications for deferred entry for all HE programmes that do not include a teaching qualification. Potential students may declare their wish to be considered for deferred entry in two ways: (i) by indicating on their (UCAS) application form that they wish to apply for deferred entry, or (ii) by contacting the Customer Services team to request deferred entry after receiving their offer but prior to commencing the programme.
  - b. In both (i) and (ii) above, applicants must complete the full application process and meet the conditions of the offer made to them by the deadline given in the offer letter in order to secure a deferred offer.
  - c. Applicants who wish to defer after receiving their offer must send their request in writing to the Customer Services team, who will seek permission to defer from the curriculum team before responding to the applicant's request.  
  
Confirmation of a deferred offer breaks any contract formed on the basis of a previous offer.
  - d. Deferral requests may be refused if the curriculum team anticipate changes to the course entry requirements or programme details in the next admissions cycle. Applicants wishing to challenge a refusal may do so through the appeals process (see section 15).

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- e. Applicants are permitted to defer their offer for one academic year only. The Customer Services team will contact deferred applicants in the Spring of the following admissions cycle to reissue the deferred offer and request confirmation of acceptance by a specific date. Acceptance forms a new student contract.

### 8.20 Recognition of Prior (certificated) Learning - RPL

- a. RPL is an established component of UK HE practice. RPL is the mechanism through which students who have accumulated credit on an HE programme at one Further Education College (FEC) or Higher Education Institution (HEI) may transfer to a comparable HE programme at a different FEC or HEI and take the credits that they have accumulated for previous study with them. The credits previously accumulated are then 'offset' against the programme of study, enabling the student to complete an HE programme with a limited amount of disruption to their studies.
- b. Recognition of Prior Experiential Learning is not accepted by NCC for entry on to Higher Education programmes
- c. The college recognises two forms of RPL:
  - Recognition of prior certificated learning (RPCL) where previous certificated learning is mapped to the learning outcomes of the module/units or stage at NCC using evidence from the applicants previous certificated study. Credit is awarded against modules/units or stages(s) at the same level where there is an obvious similarity between the previous study and the study for which they are seeking exemption. Credit from previous study is therefore transferred to the new programme through a process of credit transfer.
  - Direct Entry (stage exemption) where a student holds an appropriate prior qualification and directly enters a programme at level 5 or 6.
- d. Applications for direct entry on HE programmes via RPL will only be considered from students who have secured a place on an HE programme at NCC this is because all students must meet the entry requirements for individual programmes.
- e. Applications for RPL will only be considered prior to commencement on the programme.
- f. Applications for RPL will not be considered retrospectively.
- g. The the Recognition of Prior (Certificated) Learning policy can be found on the College website

### 8.21 Document Verification and Fraud

- a. Applicants should be aware that UCAS routinely screen applications for false, misleading and/or missing information, and personal statements for patterns of similarity. UCAS's Fraud and Similarity Detection service will notify both the applicant and the College if an application is found to contain evidence of fraud or plagiarism. UCAS's aim in completing this exercise is to "avoid anyone gaining from an unfair advantage and securing a place by deception".
- b. Notifications from UCAS's Fraud and Similarity Detection service will be forwarded by the Customer Services team to the relevant curriculum area, alongside the rest of the application form and related documents. Where a personal statement has been flagged for containing similar sentences to other personal statements, the curriculum

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team will take this in to consideration when assessing the application. Applicants should be aware that significant evidence of fraud or plagiarism will result in the application being rejected.

- c. All applicants, regardless of whether they applied through UCAS or directly to the College, are asked to produce their original qualification certificates and transcripts at their selection interview/assessment. Applicants who cannot provide original documents during the selection process will have production of the required documents stipulated as a condition of their offer. Any applicant who does not produce the documents by the enrolment date given will not be permitted to enrol on the programme.
- d. All international qualifications will be checked for academic comparability using the online UKNaric qualifications database. The Customer Services team has access to UKNaric training materials and guidance on the evaluation and verification of international qualifications. If it is suspected that the qualification is not genuine, and it is not possible to verify the qualification by other means, the College may choose to engage the services of UKNaric's counter fraud check.
- e. Applicants who supply false qualification documents, whether UK or international, will have their application rejected.
- f. References submitted in support of the course application should be provided on the UCAS application form or sent directly to the Customer Services office on official letter-headed paper or from an official email address. References that are not provided in the required format will not be accepted. If either the curriculum team or the Customer Services office feels that a reference may not be genuine, the College will verify the reference by contacting the referee using the contact details provided. Should it emerge that the reference has been falsified, the application will be rejected.
- g. Where an application is deemed to be fraudulent, the College reserves the right to pass information to interested parties which may include, but is not restricted to: UCAS, the Student Loans Company, the Health and Care Professionals Council (HCPC) and UKVI.
- h. Applicants who wish to appeal the decision to cancel an application on the basis of fraud, may do so through the Admissions Appeals and Complaints process. Please see section 15 of this document for further information.

### **9. Mature and young applications**

- 9.1 New City College welcomes applicants of all ages and makes no distinction between 'standard age' and 'mature' applicants when assessing applications.
- 9.2 Courses that require work placements with young and/or vulnerable people, restrict the minimum age at the point of entry to 18 years old. These courses are: Social Work, Early Years, Counselling, Health and Social Care, Teacher Training and Education, and Supporting Teaching and Learning in Schools.
- 9.3 All other courses will assess students under the age of 18 at the point of entry on a case by case basis.
- 9.4 There is no upper age limit on applicants. However, applicants wishing to undertake one of the courses listed in 9.2 will be asked to consider whether or not their health places any restrictions on their ability to complete the mandatory placements.

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### **10. Care leavers**

- 10.1 New City College is committed to supporting students who are care leavers. Such students can access financial and pastoral support through the Student Services team and should contact the HE Student Development Worker within the team for further help and advice.

### **11. Applicants with disabilities or specific learning needs**

- 11.1 New City College is committed to welcoming applications from prospective students with disabilities or specific learning needs. All applicants are given equal consideration on the basis of their academic merit and potential.
- 11.2 Information about disabilities and specific learning needs is collected both on the UCAS application and the direct College application. This information is used to assist in identifying support needs but does not contribute to the academic decision over whether to make the applicant an offer.
- 11.3 The Learning Support team work with the relevant curriculum team to establish the demands of the programme and consider the applicant's support needs in light of the programme content.
- 11.4 Applicants declaring a disability or specific learning need can expect a response from the Learning Support team within 15 working days. Depending on the nature of the declaration, applicants will be contacted either by post, email or telephone in the first instance. A meeting with a member of the Learning Support team will be scheduled if the initial contact reveals that one is required. Such instances may include: where an applicant has multiple disabilities or difficulties, where an applicant requires further assessment of their needs, or where the applicant may need to apply for DSA.
- 11.5 Any applicant or student requesting special arrangements relating to exams or assessments must engage the Learning Support team for assessment of their eligibility for such arrangements.
- 11.6 Applicants may request special arrangements for their application interview and assessment. Reasonable adjustments will be made on an individual basis and may vary according to the chosen programme of study. It may not be reasonable to accommodate all requests for special arrangements, particularly if such an arrangement would mask or skew the curriculum team's ability to assess the applicant's academic potential. In addition to this, in the case of a course where a mandatory work placement is required, it is the responsibility of the curriculum team to determine whether or not applicants are capable of completing training for their desired career, in light of the fact that not all types of support are available in the workplace. This may mean that it is inappropriate to provide certain types of support to applicants during the student selection stage.
- 11.8 The College will only enrol applicants where it has been determined that reasonable adjustments can be made to ensure that adequate support is in place.
- 11.7 The programme manager will review the practice of the Learning Support Service on an annual basis.

### **12. Changes to and discontinuation of programmes**

- 12.1 New City College makes every effort to ensure that programmes are run in accordance with the information provided in both pre-application information and at the point of offer and acceptance, when the student contract is formed. However, there may be occasions when it is necessary to change a programme or discontinue it altogether. The options available to an applicant in such circumstances will vary depending on whether or not the applicant has accepted an offer. However the college will endeavour to support the applicant to find an alternative programme / provider.

#### **12.2 Changes to programmes**

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- Applicants who apply for a programme on the basis of information that has subsequently changed are made aware of the changes at their selection interview. The course curriculum team explain the details of the programme and respond to any applicant queries. If the interviewing tutor is aware of any possible future changes at the time of the interview, they are required to make the applicant aware at that time. The applicant is told what the changes are likely to be and when they will be finalised.
- Where a change is made to a programme after an offer has been accepted, affected applicants are notified in writing by letter sent by the Customer Services team, containing course information provided by the curriculum team.
- If the applicant is not willing to commence the course because of the proposed changes they may exercise their right to withdraw their acceptance. The college will use its best endeavours to support the applicant in finding an alternative programme or provider.

### 12.3 Discontinuation of programmes

- Applicants who apply for a programme that is subsequently discontinued are notified in writing by a letter sent by the Customer Services team. Applicants have the option to apply for an alternative programme at New City College or withdraw their application altogether, thus releasing them from the student contract. Applicants who choose to apply for an alternative programme must meet the entry requirements specific to that programme in order to receive an offer.
- UCAS applicants wishing to substitute the discontinued course choice for a choice at an alternative institution can do so prior to 30th June by contacting the UCAS Contact Centre. After 30th June, UCAS applicants may need to seek an alternative institution through the UCAS Clearing system.

### 12.4 Support available to applicants

New City College will support applicants in determining their next steps in the light of any changes to programmes or discontinuation of programmes. Where an applicant is holding an offer, New City College will assist them in securing an alternative place either internally or at another HE provider. Such assistance includes: contacting UCAS; using the UCAS course search and contacting Admissions offices at alternative HE providers.

### 12.5 Terms and Conditions

The circumstances under which it may be necessary to make changes to a programme or discontinue a programme, are stated in the Terms and Conditions of the Student Contract, available on the NCC website.

## 13. Appeals and Complaints

- 13.1 New City College is committed to the fair and professional handling of appeals and complaints. Applicants can find the Admissions Appeals and Complaints Policy and Procedure Complaints Policy and Process on the Admissions section of the New City College website. Applicants' attention is also drawn to these procedures in the offer and rejections letter.
- 13.2 An **appeal** is a request for a formal review of an admission decision or the wording/conditions of an offer. An appeal can only be lodged after the application decision has been made.
- 13.3 A **complaint** is a specific concern relating to a procedural error, irregularity or maladministration in the selection and admissions procedures or policy. It may also include an expression of dissatisfaction about the College's action, lack of action, or about the standard of service provided by the College. A complaint can be lodged at any stage of the admissions process.

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- 13.4 Applicants wishing to make an appeal or complaint have up to 15 working days after the disputed occurrence to make written representation to the Admissions office. Full details of the procedure and associated deadlines can be found in the full policy and procedure document.

### **14. Related Documents**

- Higher Education Terms and Conditions of the Student Contract
- Admissions Appeals and Complaints Policy and Procedure
- Fee Policy
- Recognition of Prior (Certified) Learning Procedure
- QAA UK Quality Code for Higher Education
- UCAS Admissions Guide and Decision Processing Manual
- UKVI Tier 4 Sponsor Guidance