University of East London

Pioneering Futures Since 1898

Manual of General Regulations – Part 2: Admissions of students

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1 Purpose and Scope of the Policy

1.1 Purpose

The University is committed to providing a professional admissions service that supports fair and transparent admission policies and processes. These regulations underpin the delivery of academic excellence by setting clear standards for entry that are applied fairly and consistently.

Applications are considered on their own merit and potential, regardless of the background of individual applicants. The University recognises the precepts of the Quality Assurance Agency's Quality Code as it applies to admission and recruitment. The University also recognises the following legislation as relevant to its admission processes:

- The Equality Act (2010)
- Freedom of Information Act (2000)
- Relevant data protection laws
- Human Rights Act (1998)

We welcome applications from students with appropriate qualifications, whether traditional or non-traditional, academic or vocational.

These regulations are also designed to help students to understand how the admissions process works at UEL and to facilitate the admission process for them.

These regulations apply to admission to UEL's awards undergraduate and postgraduate levels, whether full or part-time, or mode or location of delivery and includes UEL Awards delivered by academic partners.

These regulations are the responsibility of the Director of Student Recruitment or nominee and is reviewed annually by Academic Board.

1.2 Scope

This Regulation applies to all courses offered by the University (including collaborative partner institutions) at Level 3, Level 4, Level 5, Level 6, Level 7 and Level 8.

2 Principles of Admission

2.1 Fair admissions

The University has the sole discretion to determine:

- the entry criteria for each course which may include criteria defined by a Professional, Statutory and Regulatory Body (PSRBs)
- the admission of an individual applicant to a particular undergraduate or postgraduate course against the entry criteria for that course

The University aims to admit all applicants who have a reasonable expectation of successfully completing the course within the normal completion period, and achieving the standard required for the award.

We will treat all applicants as individuals and with fairness. We will make reasonable adjustments to our admissions process to ensure that we meet the needs of disabled applicants. We do not take ethnicity, religion, gender, sexuality or any other protected characteristics into account when making admissions decisions. We review processes to ensure outcomes are equitable to people of all backgrounds.

In considering individual applicants for admission to a course of study, we will seek evidence of personal, professional, and educational experiences that provide indications of ability to meet the demands of the course.

We treat all applicants courteously and handle all applications as swiftly as is compatible with good decision-making. We comply with UCAS and other admission deadlines and expect applicants to do the same.

The University reserves the right to refuse admission to any applicant whose application contains false or misleading information or whose personal statement contains a significant amount of non-original material.

2.2 Entry requirements

Each approved course of study will specify the requirements for admission by:

- identifying the knowledge and skills required at admission and relating these to the length, content, and objectives of the course.
- describing the way in which these arrangements will accord with the standard of the award.
- setting out the criteria and means by which the suitability of the candidate for admission will be judged.
- setting out, where appropriate, the procedures used in assessing any applications for advanced standing, including recognised prior learning.

We review and update our entry requirements annually for UEL courses. Applicants should look at the course listings in our website as the source of accurate information on entry requirements.

Undergraduate academic entry requirements are also published on the UCAS website at www.ucas.com.

The standard entry requirements are set out below. These are indicative, and individual applicants may be admitted on the basis of a wide range of qualifications and/or experience provided the principles of admission outlined above are met.

Applicants applying for our partner courses should refer to the partner institution website for information on entry requirements.

2.3 Undergraduate entry requirements

The minimum normal qualifications required for entry to Level 4 are GCSE passes at Grade C / 4 in English Language and Mathematics (or equivalent), plus one of the following:

- 112 UCAS tariff points in two subjects equivalent to GCE Advanced Level
- successful completion of a recognised HE preparatory course.
- Any qualification at a suitable academic level (normally Level 3 or above) in the Qualifications and Credit Framework (QCF) for England, Wales and Northern

Ireland, or its equivalent in the Scottish Credit and Qualifications Framework. This includes pre-Curriculum 2000 qualifications and a wide range of European and other international qualifications.

Applicants may be admitted without these qualifications, provided that they:

a. demonstrate that they have achieved the required level of knowledge and skills in other ways (e.g. experiential learning). These may be determined from a personal statement, by psychometric testing, through references or at interview or other processes deemed appropriate by the University.

b. meet the entry requirements of courses validated by a professional, statutory or regulatory body.

Entry criteria may specify a test or tests (such as tests of numeracy or literacy) that all applicants must take regardless of their existing qualifications.

In addition to any tests, the University may use interviews or auditions, or review portfolios where this is necessary to determine an applicant's potential or is required by a professional body.

Applicants applying from Further Education or Sixth Form Colleges, or other institutions that have a progression agreement or articulation arrangement with UEL and meet the requirements will be guaranteed an interview or a conditional offer.

Applicants to Level 3 foundation year courses must have qualifications or experience that are acceptable for entry to higher education, but which may not meet the requirements for entry to Level 4 of a particular Honours degree course.

Where undergraduate courses have entry points at Level 5 or Level 6, specific criteria are set for these courses. Applicants who meet or exceed the entry criteria for Level 4, may also apply to have prior learning recognised through AP(E)L or transfer credit.

2.4 Previous Higher Education study

If an applicant has previously studied at the University or a UEL Award at a partner and was withdrawn for poor academic progress, one academic year must elapse between the time of withdrawal and any further applications for entry. The course applied for must not contain modules previously studied.

Applicants cannot apply to study on more than one award concurrently with the exception of the University's Professional Development Certificate.

2.5 Postgraduate Taught entry requirements

The minimum normal qualifications required for entry to Level 7 are:

a. an Honours degree in a relevant subject, *or*

b. a Higher National Diploma in a relevant subject and a minimum of three years post-qualification experience in a relevant field, *or*

c. a professional qualification recognised as equivalent to an Honours degree, *or*

d. a postgraduate diploma, *or*

e. appropriate equivalent skills and experience.

f. Applicants who meet or exceed the entry criteria for Level 7 may also apply to have prior learning recognised through AP(E)L or transfer credit.

2.6 Postgraduate Research entry requirements

The minimum entry requirement for registration for the degree of Research Master's or MPhil is a Second-Class Honours degree, or above from a UK Higher Education Institution, or a qualification which is regarded by Research Degrees Subcommittee as equivalent to such (e.g. a verifiable overseas qualification).

The minimum entry requirement for the degree of PhD via MPhil or Professional Doctorate is a first or upper Second-Class Honours degree from a UK Higher Education Institution, or a qualification which is regarded by Research Degrees Subcommittee as equivalent to such (e.g. a verifiable overseas qualification).

The minimum entry requirement for the degree of PhD is a research Master's degree (MPhil or equivalent) awarded by our University, by the Council for National Academic Awards (CNAA) or from a UK or international Higher Education Institution, or a qualification which is regarded by Research Degrees Subcommittee as equivalent to such (e.g. a verifiable overseas qualification).

Where English is not the applicant's first language, a minimum IELTS Academic English, or as our university deems equivalent, score of 7.0 overall, with a minimum of 6.5 in all components, is required at entry for MPhil, MPhil/PhD, PhD Direct and Professional Doctorate students. For a research masters, the requirement is a minimum IELTS Academic, or as our university deems equivalent, score of 6.5 overall, with a minimum of 6.0 in all components. Such assessment of English language competence must normally have been undertaken no more than two years prior to application, though relevant and more recent study in a United Kingdom Higher Education Institution may be accepted as sufficient proof of ability.

For MPhil, MPhil/PhD, PhD Direct and Professional Doctorate in the School of Architecture, Computing and Engineering, where English is not the applicant's first language, a minimum IELTS Academic, or as our university deems equivalent, score of 6.5 overall, with a minimum of 6.0 in all components, is required at entry for MPhil, MPhil/PhD, PhD Direct and Professional Doctorate students. Such assessment of English language competence must normally have been undertaken no more than two years prior to application, though relevant and more recent study in a United Kingdom Higher Education Institution may be accepted as sufficient proof of ability.

2.7 Apprenticeship entry requirements

All apprenticeship course candidates (both undergraduate and postgraduate courses) are required to complete an initial assessment as a condition of UEL admission.

As publicly funded courses, the initial assessment first determines whether apprentices are eligible to access public funding to fund their course in line with the latest version of the ESFA funding rules for apprenticeships. Candidates' prior qualifications and professional experience are then assessed against the knowledge, skills and behaviours (KSBs) of the applicable apprenticeship standard to evaluate whether a claim for APCL/APEL can be made and whether sufficient learning remains to meet the minimum apprenticeship duration.

UEL holds no responsibility for candidates whose employers hire them with the promise of entry onto the apprenticeship until the outcomes of the initial assessment are available.

At the initial assessment, candidates will be asked to present government-recognised minimum level 2 qualifications in English and mathematics.

Where a candidate cannot provide evidence of level 2 qualifications or above in English and/or mathematics, UEL will conduct diagnostic test of the subject(s) the candidate has not provided evidence for to assess the apprentice's current working level. Candidates must score at least level 1 or above across all areas of the applicable subject(s) to gain access onto the apprenticeship. For those who score level 1 or above, they will then be required to undertake level 2 functional skills training in the applicable subject(s) prior to commencing their main course of study. In exceptional cases a candidate may be due to start an apprenticeship course a few weeks prior to their functional skills exam date. In such cases, enrolment on the apprenticeship course will be permitted if the candidate has been attending classes and is predicted to pass. Such candidates will be required to sign a declaration to confirm that they understand that should they not achieve the outstanding functional skills within the first month of the starting the apprenticeship course, they will be withdrawn.

All initial assessments at UEL are undertaken using a third-party software. Completion of the initial assessment does not equate to enrolment at UEL and upon completion of an initial assessment that results in confirmation that the candidate may enrol onto the apprenticeship course, they will be subject to regular UEL enrolment processes.

2.8 Interviews, admissions tests and portfolios

Interviews may be used to assess applications. Where this is the case, all candidates whose applications meet the academic criteria for entry, will be interviewed. A proportion of candidates may also be interviewed where, for example, the application does not provide enough information to make a decision, where applicants are presenting non-standard qualifications, or where the applicant is applying with relevant experience.

Applicants will receive interview and audition dates by email or by a telephone call, subsequently confirmed by email with a minimum of 5 working days' notice.

Members of academic staff, from the course applied to, will conduct interviews. They will be able to provide detailed information about the course. The interview will take place in an appropriate environment and where the applicant can speak confidentially.

Applicants seeking reasonable adjustments to their interview/audition should contact the Admissions team once they have received their interview/audition information. The Admissions team will liaise with the interviewing tutor and the Disability and Dyslexia Service regarding their needs. Applicants should ensure they have provided the Admissions team with details of their needs at least two weeks before the scheduled interview date.

Interviews may be conducted via Microsoft Teams, or similar video conferencing, when travel to an interview is impractical for the applicant, e.g. the applicant lives outside the UK. Auditions may be recorded and uploaded to the Applicant Portal. The University will accept electronic portfolios, if required.

We reserve the right to insist on interview attendance for those courses that adhere to outside regulatory bodies and professional standards. These include Social Work, Nursing and Teacher Training courses.

Every effort will be made to ensure that all stages of the interview process are conducted on the same day for those whom multiple journeys are impractical.

Academic Schools/Research Institutes will ensure that all MRes and MPhil/PhD applicants are interviewed and that applicants are made aware of the requirement to complete the course within the period stipulated in our regulations.

Applicants will receive communication of the interview decision within five working days of completion of the full interview process. The exception to this is for courses where it is necessary to convene a review panel to confirm application decisions.

Applicants applying to a course at a partner institution should contact the partner for further information on the interview process.

2.9 Appropriate communication

The Admissions teams will ensure that communications to applicants, whether in person, via telephone or electronic, will always be clear, appropriate, and courteous. We expect the same consideration in return from our applicants. We reserve the right to withdraw or reject applications where applicants are rude or abusive to any member of UEL staff.

3 Decision making process

3.1 Alternative courses

Applicants who do not meet the minimum entry requirements are automatically considered for an alternative course, where such an alternative exists. This may include entry onto a Foundation year.

We reserve the right not to re-consider applications for a course, particularly where fraudulent documents have been provided or where the course has regulatory bodies and professional standards or where there are a limited number of places. These include Social Work, Nursing and Teacher Training courses.

If an application is rejected, the reasons for rejection will not be provided automatically. Any applicant seeking reasons for rejection or interview feedback, should contact the Applicant Engagement team, in the first instance. If the Applicant Engagement team are unable to provide full feedback, they will advise the applicant about how to submit a formal feedback request in writing. We aim to ensure applicants will receive a response within ten working days of receipt of the written request. The University does not respond to requests for feedback from third parties. Applicants can speak to the Applicant Engagement team for advice and guidance regarding their qualifications and experience that will lead to a successful course application in the future.

Applicants applying to a course at a partner institution should contact the partner for further information on the decision made.

3.2 Communication of a decision

All application outcomes are communicated to the applicant by email. Applicants who have applied through UCAS, can view the progress of their application on UCAS Hub. Offer letters will list each condition (if applicable) and state when the conditions must be met by. Applicants who do not understand the conditions of their offer can contact the Applicant Engagement team for clarification.

Applicants must read and accept the University's Terms and Conditions, which are available on the UEL website, before accepting their offer. Applicants who have applied through UCAS are required to accept or decline their offer online via UCAS Hub. Applicants who have applied for PGCE courses through the DfE are required to accept or decline their offer online via DfE Apply. Applicants who apply directly to the University should respond to the offer in their Applicant Portal. In either case, the offer and applicant decision are recorded on the University's student management system.

We expect that each applicant will submit a complete and comprehensive application at the point of first submission. The application decision will be reviewed only if you are able to provide further relevant information that was not available at the time of application. In this instance, you must submit contact the Applicant Engagement team to request a review You will be advised how to submit relevant information to the Admissions team, which should include:

a. The new information, with supporting evidence

b. Evidence of why this information was unavailable to you at the point of application.

MRes and MPhil/PhD Admission decisions will involve at least two members of staff, at least one of whom is an academic of our university.

Applicants applying to a course at a partner institution are expected to agree to the partners Terms and Conditions and will receive confirmation of the decision directly from the partner. For successful candidates, this is normally in the form of an offer letter sent by the partner institution. Applicants should contact our partners for further information on the interview process.

3.3 Deferred entry

Some courses allow applications for deferred entry. Applicants can request deferred entry by: (i) by indicating on their UCAS application form (ii) by contacting the Admissions team to request deferred entry after receiving their offer but prior to commencing the course.

In both (i) and (ii) above, to secure a deferred place, applicants must complete the full application process and meet the conditions of the offer made to them by the deadline in their offer letter.

Applicants who wish to defer after receiving their offer, must submit their request via their Applicant Portal. Confirmation of a deferred offer breaks any contract formed on the basis of the previous offer.

Deferral requests may be refused due to anticipated changes to the course entry requirements, or failure to provide relevant documents.

Applicants can defer their offer for one academic year only. The agreement to defer acceptance of a place forms a new student contract.

Applicants applying to a course at a partner institution should contact the partner if they wish to request a deferral.

3.4 Accreditation of Prior Certificated Learning (APCL)

Accreditation of Prior Certificated Learning (APCL) for qualifications and/or HE credits achieved within the previous five academic years, may be accepted for advanced standing. Applicants must provide certificates and full transcripts for consideration by the relevant course leader.

An applicant may be judged to have satisfied, wholly or in part, the aims of supervised work experience on a course. In considering such applications the University will assess:

a. the quality of the training or supervised work experience previously undertaken.

b. the relevance of the training or supervised work experience to the course to which the student is to be admitted;

c. the quality of the supervision and assessment of the training or supervised work experience;

d. whether the granting of such specific credit will enable the student to satisfy the professional or other requirements required of the supervised work experience within the course.

Applicants will not be granted advanced standing of more than two-thirds of the total credit of the course applied to.

Admission with academic credit is otherwise subject to the same principles as standard admission.

Applicants applying to a course at a partner institution should contact the partner for further information on the APCL process.

3.5 Accreditation for Prior Experiential Learning (APEL)

Where applicants' prior uncertificated learning includes experience and/or industrial training that can be assessed with sufficient accuracy, it may be used to give entry with either specific or general credit.

In assessing for admission to a course with advanced standing in respect of accredited experiential learning, UEL will have regard to, among other things, the following:

a. Responsibility rests with the applicant making a claim, to demonstrate they have acquired the required knowledge and skills and for providing supporting evidence.

b. The applicant must identify how they meet the entry criteria through experiential learning.

c. The identification of prior learning is derived from systematic reflection on experience, the writing of clear statements about learning content and the collection and collation of evidence to support those statements.

d. The methods of assessment must be such that external examiners and Assessment Boards can consider the judgements made.

Applicants applying to a course at a partner institution should contact the partner for further information on the APEL process.

3.6 Document verification and fraud

All qualifications used to determine entry are verified for authenticity so that the University can determine that applicants have met the conditions of their offer of admittance.

Applicants who have not applied through UCAS, should ensure that proof of their results is sent directly to the Admissions team via the Applicant Portal as soon as they are available.

All applicants, regardless of whether they applied through UCAS, DfE Apply or directly to the University, must produce their qualification certificates and transcripts when requested. Applicants who cannot provide documents during the selection process, will be asked to provide these as a condition of their offer. Applicants must complete this process before their place at the University is confirmed, so that they can enrol.

International qualifications are checked for academic comparability using the UEL comparison guide or the UK ENIC qualifications database. The Admissions team have access to UK ENIC 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, we may choose to engage the services of UK ENIC's counter fraud check.

References submitted in support of a course application should be provided on the UCAS application form, DfE application form or provided on the UEL online application form. Some courses may require references submitted from an official email address. If the Admissions team are concerned that a reference may not be genuine, we will verify the reference by contacting the referee, using the contact details provided. If reference has been falsified, the application will be rejected.

UCAS routinely screens 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 University, 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".

Where a personal statement is flagged for containing similar sentences to other personal statements, we will request a new personal statement. For courses with professional, statutory or regulatory body requirement, (e.g. Social Work), we reserve the right to take this into consideration. If there is significant evidence of fraud or plagiarism, this will result in the application being rejected.

The submission of false qualification documents, whether UK or international, will result in the application being withdrawn. The applicant will be notified of the withdrawal and given the opportunity to provide verification of their qualifications. If the qualification documents cannot be verified, all outstanding course applications with the University will be withdrawn and the applicant will not be permitted to enrol.

Where an application is deemed to be fraudulent, we reserve the right to pass information to interested parties which may include, but is not restricted to: UCAS, the Student Loan Company, the Health and Care Professionals Council (HCPC) and UKVI.

Applicants applying to a course at a partner institution should provide original copies of their qualifications directly to the partner for verification, prior to enrolment. UEL reserve the right to request copies of qualifications from the partner at any time.

3.7 Disabled applicants or those with specific learning differences

We are committed to welcoming applications from prospective disabled students or those with specific learning needs. All applicants are given equal consideration on the basis of their academic merit and potential.

Information about disabilities and specific learning needs is collected through the UCAS and Department for Education application system and from the University's direct application system. This information is used to assist the identification of support needs. It does not contribute to the academic decision whether to make the applicant an offer.

The University's Disability and Dyslexia Team works with the relevant academic team to establish the demands of the course and consider the applicant's support needs in light of the course content.

3.8 Applicants with criminal convictions

We are committed to equal opportunities and aim to provide a supportive and positive environment. However, the University also has a responsibility to provide a safe environment for its staff, students, visitors and local community.

There are different requirements for disclosure of information based on whether applicants wish to study a regulated or non-regulated course.

As part of the admissions process, we will only require information on criminal convictions as follows –

a. Regulated Courses – Regulated courses are those leading to professions and occupations exempt from the Rehabilitation of Offenders Act 1974. These include Medicine, Nursing, Physiotherapy, Teaching and Social Work. These courses require applicants to self-disclose all convictions by completing a Student Suitability Declaration Form prior to interview AND require an applicant to undertake an enhanced Disclosure and Barring Service (DBS) check at the point of accepting an offer of a place as detailed in the Disclosure and Barring Checks (DBS) for Applicants and Students

b. Non-Regulated Courses – Non-regulated courses are those courses that do not lead to an exempt profession. Applicants to unregulated courses will only be required to disclose their criminal record if they are currently subject to any license condition or monitoring restriction that could affect their ability to successfully complete their studies.

All declarations are assessed through our Criminal Conviction Policy.

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 to your offer of a place or enrolment on the course to be withdrawn at any time.

Declarations for applicants applying to a course at a partner institution will be assessed by the partner institution and consultation may be made with the University.

3.9 International applicants

An international applicant is defined as a individual who requires a student visa in order to study in the UK, or subject to immigration control due to their current visa. Such applicants may or may not be living overseas at the time of making their course application. International applicants should apply via the usual route for full-time undergraduates, i.e., through the UCAS applications process. However, UCAS policy does allow for international students to make applications directly to the University. All international recruitment and admission practices must be fully compliant with UK Visas and Immigration Student Visa Policy.

International applicants who apply through an educational recruitment agency will receive communications from the University via their agent. It is the responsibility of the University's International Office to liaise with international educational agencies.

International applicant offers are subject to conditions which are specific to their status as Student Visa migrants. Such conditions include the need to provide evidence of a recognised English Language test and evidence of being able to meet the financial requirements of securing for a Student Visa. Details of offer conditions are specified in the offer letter.

Confirmation of Acceptance for Studies (CAS) statement is not issued until the applicants has met all offer conditions, both academic and non-academic and paid the required deposit.

Details of all fees and methods of payments are provided in the Tuition Fee Policy.

3.10 Clearing Applicants

The University is required to register all offer holders for full time undergraduate courses with the University and College Admissions Service (UCAS). Applicants who have applied directly to the University for a UCAS listed course must be registered with UCAS by the University prior to enrolment on the course.

Applicants already registered with UCAS and who are referred to, or holding an offer with, another institution will need to refer themselves in UCAS to the University of East London prior to enrolling.

4 Complaints and Appeals Procedures

4.1 Overview

We recognise applicants may wish to ask why their application has not been successful or believe that they have cause for complaint. We know there will inevitably occasions where an applicant is disappointed with our decision.

These procedures outline the way UEL handle appeals and complaint. Applicants will not be discriminated against in any further application should they make an appeal or complaint.

4.2 Appeals Procedure

An appeal is defined as a request for a formal review of the outcome of an admissions decision. An appeal should normally be raised within 10 working days of receipt of the decision, in writing with the Admissions team outlining the nature and detail of the appeal via email to admissionsfeedback@uel.ac.uk.

The Admissions team will check that all information on the application has been taken into account, that there was no misinterpretation of the information and that procedures were followed correctly.

The Admissions team will review the application and confirm within 10 working days whether the appeal has been rejected or upheld. Applicants should note that if the appeal has been rejected based on not meeting the entry requirements, they cannot appeal the decision.

4.3 Complaints procedure

The following procedure exists in order that applications rejected by the University can challenge an admissions decision if they have reason to believe that the decision was subject to procedural irregularity, prejudice or bias, or that extenuating circumstances should be, and have not already been, taken into account.

The Appeals and Complaints Procedure cannot be used where our decisions resulted from:

a. A failure on your part to fulfil academic requirements

b. A failure on your part to fulfil non-academic requirements. For example, an unsatisfactory DBS Enhanced Disclosure or an unsatisfactory health check

c. A reference from a third party, such as a provider of a work or training placements which forms an integral part of the course to which you have applied

4.4 Academic decisions

The Admissions team will make an initial assessment of the complaint on receipt of the written details from the applicant. The case may be referred to the Dean of School or Head of Department for review. An initial decision will be based on whether the complaint is substantive and if so, that should be progressed through to investigation. If the initial assessment finds that there is no substantive case, then the complaint will be rejected and the complainant informed of the decision with reasons for the judgement. The decision will be final.

If the initial assessment determines that there is a substantive case to be investigated then the University will be required to produce a written response to the complainant with supporting evidence.

The University will respond to the complaint in writing, with details of the findings and indicating the outcome, and if the complaint is upheld, what the remedy will be. The decision will be final.

Applicants applying to a course at a partner institution should contact the partner if they wish to make a complaint about the academic decision made on their application.

4.5 Decisions concerning criminal convictions

If a decision is made to reject an applicant with a criminal conviction, a formal route exists where an applicant can appeal to the Director of Recruitment (or nominee) for a review, based on procedural irregularity, prejudice, bias, or extenuating circumstances. The decision of the Director of Recruitment (or nominee) is final.

4.6 Decisions relating to the Equality Act 2010

There may be instances where due to a protected characteristic that an applicant may require additional support that cannot be met independently. These applications will be dealt with on a case-by-case basis to ensure adherence to the Equality Act 2010. A formal route exists where an applicant can appeal to the Director of Recruitment (or nominee) for a review on the grounds of procedural irregularity, prejudice, bias or extenuating circumstances in which the outcome determined is final.

4.7 Stage 1: Complaints procedure

The initial complaint should normally be raised in writing with the Admissions team via email to admissionsfeedback@uel.ac.uk outlining the nature and detail of the appeal. If the complaint is regarding a decision, it should normally be made within 10 working days of the action. If no action has been taken by the University on your application, the complainant can write in at any time.

The Admissions team will contact the complainant initially to acknowledge receipt. The University aims to respond within 15 working days of the acknowledgement. If it proves impossible to respond within 15 working days, the complainant will be informed of the time scale for the receipt of a full response.

As part of this procedure the Admissions team may request additional information or seek clarification by email.

When the Admissions team responds they must confirm that the application was considered fairly and that the procedure for decision-making was correctly applied. The response will explain the context in which the decision has been made. In the event that the complaint is upheld by the Admissions office, this will be confirmed along with a proposed remedy.

Applicants applying to a course at a partner institution should contact the partner if they wish to make a complaint as part of ‘Stage 1’.

4.8 Stage 2: Complaints procedure

The formal Admissions Complaints Procedure follows the stage one process. If you are dissatisfied with the outcome of Stage 1, the formal process will commence.

4.9 Making a Formal Complaint

Any applicant, including applicants on our partner courses who wishes to make a formal complaint about an Admissions decision will be referred to the University Complaints team, from where the Complaints Procedure will be coordinated. Further information is available here

5 Links to other Institutional Policies and Procedures

5.1 Internal Policies

This Policy relates to the following institutional policies or procedures:

Accreditation of Prior and Experiential learning Policy

Admissions of Students Under 18

Criminal Conviction Policy

Disclosure and Barring Checks for Applicants and Students

Safeguarding Policy and Procedures

Student Disability Disclosure Policy

5.2 External Policies and Regulations

QAA UK Quality Code for Higher Education 2024

Universities UK Fair Admissions Code of Practice

UCAS Admissions Guide and Decision Processing Manual

UKVI Student Visa Sponsor Guidance

Apprenticeship Funding Rules (including eligibility requirements)

Continue to next page for approval and version history

Policy Owner: Janine Callendar

Head of Admissions, External Relations

Version	Effective From	Amendments	Equality Analysis	Stakeholder Consultation (e.g. Disability & Dyslexia Team, Policy Review Group)	Approval Date	Author
1.4	01/09/2025	• Updated link for the Safeguarding Policy to the newly approved Criminal Conviction Policy • Clarity the definition of an 'International applicant' to include those who are subject to immigration control • Updated links to external policies and regulations •	28/06/2024	Student Policies Group, EEC Members, Academic Board, Student Services, Academic Registry, Quality Assurance	Click or tap to enter a date.	Janine Callender

Add a row each time the policy is updated (includes both minor and major updates)

This Policy is reviewed by Choose an item. and approved by Choose an item.