

Admissions PolicY and procedures

2021-22

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| Glossary | Meaning |
| Academic Partner | An institution which The University of Wolverhampton works with for the delivery, validation or quality assurance of our programmes.  |
| Admissions | The university’s Admissions Services deal primarily with the assessment of applications to programmes, issuing of offers and verification of qualifications and documents. The University of Wolverhampton operates a centralised admissions process. |
| The University of Wolverhampton (UOW) / The University | Is the institution and the awarding body <http://wlv.ac.uk/>  |
| Competitions and Markets Authority (CMA) | The government body tasked with strengthening business competition and reducing anti-competitive practices. This body has provided guidance which higher education providers are expected to follow to ensure that students and applicants are treated fairly and lawfully. <https://www.gov.uk/cma-cases/competition-and-regulation-in-higher-education-in-england>  |
| Conditional offer | An offer in which there are specific qualifications or grades which must be achieved prior to a formal place being offered on the course. Offer conditions will be communicated by UCAS Track or a formal offer letter.  |
| Contextual data | Contextual data is data that gives context to a person or event. It is commonly used by Universities to determine the academic potential of applicants. Contextual data is simply additional information considered by our admissions decision-makers alongside your UCAS form. We do not make decisions based on this information alone, and you should meet our standard academic criteria to be considered for entry.We use various pieces of contextual information, where available. These are drawn from your UCAS application form and any specific admissions processes in place alongside publicly available datasets to provide the following information including (but not limited to):1. The postcode that you have provided as your home address, using the Office for Students (OFS) POLAR4 data.\*
2. Whether you have been looked after or in care for more than three months.
3. The performance of the school or college where you took your GCSEs or equivalent qualifications.
4. The performance of the school or college where you took your A-levels or equivalent qualifications.

\* You meet the Geo-demographic indicator if your postcode falls into POLAR4 category 1. |
| Entry requirements | The minimum grades, qualifications and competencies required to get a guaranteed place to study on a programme. Applicants achieving less than our standard entry requirements may still be considered on a case by case basis but it is important to remember that only meeting the requirements in full can completely guarantee that a place is reserved for you on the programme. |
| Firm Acceptance | In order for a place to be reserved on a programme, applicants must indicate that they would like to accept this offer as their first choice course and institution. This can be done via UCAS Track for UCAS applicants or via email for non UCAS applicants. |
| Insurance acceptance | Specifically for applicants applying through UCAS, in some cases applicants are given the choice by UCAS to select an Insurance offer as their second choice. In any case where an applicant is rejected from their firm choice but meets their insurance conditions they will hold a confirmed place for their insurance choice. |
| International English Language Testing System (IELTS) | This is The University of Wolverhampton’s preferred English language test for applicants from Non-Majority English speaking countries. This assessment tests and grades the skills of speaking, listening, reading and writing. <https://www.ielts.org/> For international applicants requiring a Student visa this is a UKVI approved SELT. |
| Interview | Interviews may be used to give each suitable applicant the opportunity to demonstrate their strengths relative to others and allow improved differentiation between them. We may invite you to attend an interview as part of the admissions process to your chosen course. In these cases, please be aware each course has specific criteria for interview, which are explained on the relevant course website page. |
| Level 2 qualifications | Qualifications awarded at Level 2 are considered to be equal to a GCSE at grades A\*-C (or grades 4-9), these qualifications are requested by the University of Wolverhampton in English and Maths as part of some standard entry requirements to undergraduate programmes. Where these cannot be provided, the University will endeavour, where appropriate, to offer its own equivalence test. |
| Level 3 qualifications | Qualifications awarded at Level 3 are considered to be equal to A-Level standard, although smaller qualifications such as AS levels also fit into this category. Applicants to the University of Wolverhampton are expected to have studied to Level 3 prior to enrolment, however the University does not typically accept applicants who have only studied to AS level or equivalent. |
| Office for Students (OFS) | The Office for Students acts as the regulating body and competition authority for the Higher Education sector in England. |
| Postgraduate | This refers to qualifications and students studying qualifications at a higher level than a degree, e.g. Masters programmes. It can also refer to higher level programmes such as PhDs. |
| Quality Assurance Agency (QAA) | This organisation is responsible for oversight of academic standards and quality of programmes at the University of Wolverhampton. <http://www.qaa.ac.uk/en>  |
| UCAS | This organisation provides a central application service for all applicants to full time undergraduate programmes. The University of Wolverhampton is committed to recruiting all full-time undergraduates through UCAS and abiding by their rules and timelines. Please see www.ucas.com for more information. <http://www.ucas.com>  |
| UCAS Tariff Points | The UCAS tariff points system is a reference guide for applicants, advisors and admissions teams to calculate the equivalency of different grades and qualifications. This is a useful reference guide but not all acceptable qualifications are listed on the Tariff Point system. <https://www.ucas.com/ucas/undergraduate/getting-started/entry-requirements/tariff/calculator>  |
| UKVI | The United Kingdom Visas and Immigration department, part of the Home Office. It is responsible for deciding on requests from non-UK nationals for the right to visit or stay in the country, including for higher education study. <https://www.gov.uk/government/organisations/uk-visas-and-immigration>  |
| Unconditional offer | An offer made in any case where the applicant has already met all formal requirements for the programme or achieved a suitable high level in exams to have their place confirmed.  |
| Undergraduate | This refers to qualifications and students studying at degree level, e.g. BSC (Hons) and BA (hons). It can also refer to programmes at lower levels such as Foundation Year courses. |

# **Purpose**

1. This policy covers a person’s application to, selection for and entry onto higher education courses at the University of Wolverhampton. It seeks to ensure that all aspects of admission live up to our core value as the University of Opportunity.
2. The University Admissions Services provides the formal route to support applicants through the application process and enter higher education. We believe in the potential of all our applicants to make a positive contribution to society. Our Admissions Services seeks to help applicants realise their ambition by matching their achievements and potential with the best type and level of study to succeed.
3. The University has a vision to transform the leadership and workforce of our Place through inclusive student success and world-class research. This vision is embedded in the attitudes of all involved in considering applications to the university and is assured through our commitment to the principles of fair admissions. These principles provided the baseline for supporting:
* transparency
* selection for merit, potential and diversity
* reliability, validity and relevance
* the minimising of barriers
* professionalism.
1. This commitment is reviewed and maintained internally and is subject to external regulation through bodies including the Office for Students.

# **Scope**

1. The admissions policies and procedures within this document serve as an overarching policy for admission to all University of Wolverhampton courses, validated partner programmes, and degree apprenticeships, including across campuses and distance learning. This ensures a consistency of approach across all programmes and levels (e.g. postgraduate and undergraduate).
2. For those validation and franchise partners whose agreements consist of the responsibility for admissions sitting with the partner, it is expected that they will deliver within the spirit of this policy and specifically adhere to such terms as outlined in their operations manual. It is not expected that fundamental policy differences will exist between the University of Wolverhampton and our academic partners and every effort is made to ensure compatibility between respective policy and procedure documents.
3. This policy document exists for applicants applying to the 2021/22 Academic year onwards. Applicants who applied to the University of Wolverhampton for previous intakes should refer to the admissions policy version which was live for the corresponding academic year.

# **Responsibilities**

1. The ultimate authority to offer a place on a University of Wolverhampton programme lies with the institution. All applications and enrolments with validation partners are approved by The University of Wolverhampton in collaboration with academic partners.
2. The University of Wolverhampton sets all academic and non-academic entry requirements in consultation with the relevant academic team on an annual basis.
3. All applicants are expected to provide full and honest information as part of their application, documentation, and any subsequent enquiries. Applicants who do not respond to enquiries or provide the specific information requested may have their application rejected or withdrawn.
4. The responsibility for accepting applicants with “non-standard” qualifications (e.g. advanced entry or qualifications not normally accepted for degree level study) lies with the Admissions Services but decisions will be made in consultation with the course team and relevant Faculty staff where required.
5. The University of Wolverhampton Admissions Services is responsible for ensuring that all University applicants are treated fairly and consistently, regardless of the course or level to which they have applied.
6. The University is committed to the training and continuing development of its employees. Employees are encouraged and supported in all areas of learning, both in relation to their development in their respective professional roles and in their individual areas of personal interest. Continual professional development (CPD) courses are provided both internally and externally and the University aims to consistently monitor and update its training methods and procedures to ensure all employees involved in the University admissions process deliver a professional and fair service.
7. The responsibility for ensuring the accuracy and relevance of this Admissions Policy and Procedures document lies with the Head of UK & International Admissions.
8. This policy document has also been reviewed and approved by senior management at the University of Wolverhampton who drive our commitment to the ethical and fair acceptance of students at The University of Wolverhampton.

# **Fair and Transparent Admissions**

1. The University of Wolverhampton has a firm and passionate commitment to encouraging all who can benefit from Higher Education to access it with the greatest flexibility. The University provides a series of alternative access routes and flexible learning paths to promote widening participation and progression to further study or employment.
2. All applicants to the University of Wolverhampton should expect and receive fair and reasonable treatment during the application and enrolment process by all employees of the University and our partners. Applicants are entitled to receive detailed feedback on their application decision when requested. Feedback requests should be made direct to the Admissions Services (admissions@wlv.ac.uk) in writing.
3. The University of Wolverhampton is committed to widening participation and ensuring that all students with the potential to succeed are encouraged to apply to study with us. The University will use a range of contextual data to support admission’s decisions based on available national data as well as historic admissions decision data. Each application is considered on an individual basis and the information used is primarily drawn from your UCAS application form.
4. The institution recognises the authority of the Competitions and Markets Authority (CMA) and the guidance on consumer protection provided to higher education institutions. The University of Wolverhampton is committed to ensuring that policies and practices are in line with CMA guidance and ensuring that consumer protection rights are extended to all applicants and students.[[1]](#footnote-1)
5. Where courses are recruited using the University & Colleges Application Service (UCAS), the University of Wolverhampton recognises and follows the rules set by UCAS to ensure fair admissions including the Equal Consideration deadline of January 15th which ensures that all applicants applying before the deadline are given equal opportunity to receive an offer.
6. As an institution listed on the Office for Students Register with a Sponsor Licence to recommend visas for non-UK nationals to study, the University is committed to maintaining this status and ensuring this policy is in line with UKVI’s own guidance for Sponsor Licence holders.[[2]](#footnote-2)

# **Equality and Diversity**

1. The University of Wolverhampton is committed to promoting equality and diversity and adheres to the Equality Act 2010.[[3]](#footnote-3)
2. The institution does not discriminate against applicants based on any characteristics protected under the Equality Act: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; sexual orientation.
3. The University of Wolverhampton welcomes applications from disabled applicants and has a dedicated team providing support, advice and guidance to applicants and students[[4]](#footnote-4). Applicants are encouraged to disclose the nature of their disability in their applications. This enables the Student Support and Wellbeing team to contact all disabled applicants. This early contact with the applicant allows the University to be pro-active in discussion and provision of reasonable adjustments, so enhancing their studies and student experience, whilst complying with current government legislation. In cases where an applicant declares a disability on their application, their details and application will be forwarded to the Student Support and Wellbeing team to advise and discuss any reasonable adjustments which may be required.
4. The University welcomes applications from people of all ages but it expects any applicant to reach the age of 18 by the end of their first semester of study. The University is unable to act as the legal guardian for minors, so where it is required by law, further evidence of approval from a UK-based parent or guardian my need to be sought for any student who would be under 18 at the point of starting their course. Any legal or professional body limitations that would restrict a minor’s ability to participate fully in their chosen studies (e.g. certain placements) would need to be discussed as part of the application process.
5. The University also recognises socio-economic characteristics not covered under the Equality Act that may lead to underrepresentation, disadvantage or different needs and will not discriminate against applicants based on such factors.
6. The University of Wolverhampton acknowledges the benefits that a diverse student body brings and aims to promote and encourage equality between all students and staff members.

# **Contextual Admissions**

1. An applicant’s true potential may be masked if they have been disadvantaged, if they have different needs and/or if they are from an area or group with historic low participation in higher education. These masking factors may mean their attainment does not reflect their true potential – i.e. how good a University of Wolverhampton student they could be. The University will therefore take the context behind prior attainment into account and give additional consideration to applicants with lower grades / predicted grades based on any of the following:
* If they live in one of the bottom 40% areas for participation in higher education
* If they study in a school/college that is in the bottom 40%of Key Stage 4 or 5 results nationally, or where fewer than 50% of pupils receive 5 GCSE’s A\*-C
* If they have spent any time in Local Authority Care or as a Carer
* If they have verifiable participation in selected outreach programmes run by the University
* If they have declared a disability or long-term health condition.

# **How to Apply**

1. Each course listed on the University of Wolverhampton website will include information on how to apply, including a link to the relevant application route.
2. The University of Wolverhampton recommends all full-time undergraduate students apply through UCAS and applicants are asked in the first instance to visit [www.ucas.com](http://www.ucas.com) and submit an application to study through their online application form.
3. Applicants applying through Clearing who have not previously submitted an application through UCAS for that intake may still be offered a place. In such cases, the institution will provide applicant details to UCAS directly and create an application on their behalf once the applicant has formally enrolled on their programme.
4. Applicants applying for postgraduate study, select Foundation degrees, short or CPD courses or distance learning and part-time programmes should apply using the direct application portal on the University website at <https://www.wlv.ac.uk/apply/how-to-apply>.
5. Applicants wishing to apply for a research degree should visit our website <https://www.wlv.ac.uk/research/research-degrees/>.

# **Criteria for Admissions and Entry Requirements**

1. The University seeks to admit applicants it believes have the potential to succeed. A student’s ability to succeed on their chosen course, alongside formal qualifications, will be assessed through application, personal statement and, where appropriate, at an audition/interview. Each application is individually assessed upon its own merits.
2. Entry requirements at the University are set in collaboration between the Admissions Services, senior management, academic partners, relevant academic colleagues and employers of degree apprentices, as appropriate. Requirements are reviewed annually to ensure that they are reasonable, relevant and in line with industry best practice. Any academic decision made by the Admissions Services is therefore made in accordance with these criteria.
3. The purpose of setting minimum academic entry requirements is to ensure that students joining the University of Wolverhampton have demonstrated sufficient academic ability to complete and gain benefit from a University of Wolverhampton programme. It is not in the best interest of an applicant to allow them to join and commit to a programme of study and/or pay tuition fees for a programme for which they are not sufficiently prepared or where doubt exists regarding their ability to succeed on and complete the programme.
4. Suitability for entry to a higher education programme can be demonstrated in a number of ways and is not limited to academic qualifications alone. Applicants who do not meet our published entry requirements are encouraged to contact admissions for advice at admissions@wlv.ac.uk. Up to date entry requirements are published on the relevant page for each programme on our website, partner websites, and the UCAS course listing page (where appropriate).
5. The University of Wolverhampton is committed to ensuring that information provided to applicants is accurate and correct. In any case where a difference in published entry requirements exists across prospectus, leaflets and written communication to applicants, University of Wolverhampton website should be taken to be the most up to date and definitive source of information.
6. The University of Wolverhampton typically make undergraduate offers based upon the UCAS Tariff point system and undergraduate applicants are expected to hold the appropriate number of UCAS points for their chosen programme. More information on UCAS Tariff points can be found at <https://www.ucas.com/ucas/undergraduate/getting-started/entry-requirements/tariff/calculator>.
7. Applicants taking qualifications not currently included in the UCAS tariff or university course page should contact Admissions for advice at admissions@wlv.ac.uk.
8. All applicants to undergraduate and postgraduate courses, as well as some professional courses, must submit a personal statement in support of their application. This personal statement must be a piece of original writing and should demonstrate a clear interest in the subject applied for as well as strong literacy skills. Statements containing considerable inaccuracies, spelling or grammar issues, or flagged as containing duplicate sentences in the UCAS Similarity Detection Service or other, similar software, may result in an application being unsuccessful or a new personal statement being requested. Advice on completing a personal statement is available at <https://www.wlv.ac.uk/apply/how-to-apply/2---check-the-entry-requirements/what-makes-a-good-personal-statement/>.
9. Undergraduate applications are expected to submit at least one reference; this should be an academic reference from a current or former tutor, however professional references can also be accepted in exceptional circumstances. Applicants currently studying for a qualification for entry to higher education (e.g. A-levels) will always be expected to submit a reference from their current school or college.
10. Postgraduate applicants are expected to submit two references, one professional and one academic. Applicants unable to submit one reference from each source should seek further advice from the University of Wolverhampton Admissions Services.
11. The University of Wolverhampton routinely check references for validity and referees may be contacted to request further information or clarification. References found to be falsified or from unsuitable sources may result in an application being unsuccessful.
12. It is the responsibility of all applicants to supply accurate information at the time of application and to disclose anything which may influence an admission decision. Failure to disclose information which would have been influential in the decision-making process, may lead to an offer being retracted.
13. In applicable cases, applicants who are not successful for select taught three-year programmes may be offered relevant Foundation level study, or alternative but related undergraduate courses that have a lower academic entry profile.

**Evidence of Qualifications and Information Verification**

1. The University of Wolverhampton reserve the right to request evidence of any qualification stated on an application form.
2. Applicants who fail to provide evidence of qualifications to the University within 28 days of the initial request may have their application rejected or withdrawn.
3. As part of the application assessment process, information provided by an applicant may be verified for accuracy by the University of Wolverhampton or authorised colleagues at our partner institutions. This includes qualifications, references, and previous study.
4. The University of Wolverhampton reserve the right to withdraw or reject any application found to contain misleading or false information. This information may also be shared with the UCAS verification team for further investigation and may result in other UCAS choices being contacted or the UCAS application being withdrawn entirely.
5. All applicants are expected to have provided evidence of qualifications prior to enrolment. Students with outstanding evidence or qualifications may be provisionally permitted to attend lectures, log in to student accounts (e.g. email or MyWLV account) and make use of the University of Wolverhampton facilities such as the library whilst certificates or results are pending, however this is strictly at the discretion of the University of Wolverhampton and will be decided on a case-by-case basis.
6. Any applications found to be fraudulent, or found to be fraudulently claiming extenuating circumstances, will be rejected by the University.

# **English Language**

1. All University of Wolverhampton programmes are taught in English and applicants must have demonstrated sufficient English language ability to be able to succeed prior to enrolment on a programme. This is typically evidenced through completion of a GCSE, level 2 or equivalent programme from a majority English speaking country. For more information on the list of countries considered to be majority English speaking by the UKVI[[5]](#footnote-5).
2. Any student who has studied in a non-majority English speaking country will typically be asked to complete an additional qualification testing English language ability (speaking, listening, reading & writing). The University of Wolverhampton’s preferred qualification is IELTS but equivalent qualifications can be considered on a case by case basis. Please contact admissions@wlv.ac.uk should further advice on suitable English language qualifications be required.
3. Applicants who have previously studied English as a second language (in which the primary mode of instruction is in a different language) may still be asked to provide evidence of English ability as part of their offer conditions. The institution consults UK NARIC for guidance on qualifications in this category.
4. The University of Wolverhampton may be unable to accept certain qualifications or tests with known security or verification issues. Applicants wishing to submit an English qualification not listed on the University website should contact The University of Wolverhampton Admissions for advice.
5. The University of Wolverhampton offers an internal language exam (The Wolverhampton English Proficiency Examination (WEPE)) which covers all four components of language learning. More details on this test and dates can be obtained from the admissions team admissions@wlv.ac.uk.

# **Decision process**

1. The Admissions Services consists of a professional team in the University’s Registry department. This team is highly experienced and qualified to make decisions on applications, ensuring that it can deliver a fair and consistent service.
2. Where the Admissions Services may need to seek further advice, appropriate academic staff within the Faculties may be consulted on an admissions decision. Such occasions may be when an applicant possesses non-standard qualifications.
3. Should any information be unclear on completed application forms, the Admissions Services will seek clarification directly from the applicant. This may delay a final decision being transmitted to UCAS and, therefore, the applicant.

# **Predicted Grades and Conditional Offers**

1. The University of Wolverhampton will make use of conditional offers for any applicant sitting entry qualifications (e.g. A-Levels, BTEC qualifications, GCSEs) who have yet to complete the final assessment. Once an application has been fully completed with all suitable information provided, if the applicant is currently sitting or holding sufficient qualifications to meet our minimum grade and UCAS point requirements, the Admissions Services will seek to make an offer.
2. Predicted grades are considered to be a useful indicator of a student’s current academic ability, however it is recognised that making a decision based upon predicted grades alone may not always result in a fair or accurate decision. In many cases an offer will be made to any applicant meeting the entry criteria, including cases where the predicted grades are lower than our entry requirements. The decision to make an offer to applicant with lower predicted grades would typically be made on the basis of a strong application, reference and personal statement.
3. Applicants who do not have suitable Level 2 qualifications in Maths and English may be issued a conditional offer on the basis of achieving this qualification, even if they are not currently sitting it. This is to ensure that we give applicants every possible opportunity to succeed in gaining a place. Applicants unsure as to how to meet this condition should contact The University of Wolverhampton admissions for advice on admissions@wlv.ac.uk.
4. All conditions must be met in the admissions cycle in which they were made and well before the intended start of the course. For most courses starting in the Autumn Term, the standard deadline for meeting conditions will be the 31st August, but the deadline date may vary for courses with different start dates or for non-standard conditions. It is the responsibility of the applicant to ensure that the University of Wolverhampton is provided with suitable evidence that all conditions have been met prior to this deadline. Extensions to the deadline are at the discretion of the University.

# **Interviews**

1. For some provision (e.g. Nursing), applicants will be required to attend an interview, audition or other in-person assessment. This may include additional written assessments in literacy and numeracy. Where an applicant is interviewed or auditioned the decision for admission will be made by the academic or sector professional conducting the interview.

# **Advanced Entry and Credit Exemption**

1. The University of Wolverhampton is willing to consider applicants for advanced entry onto a degree programme for applicants who have already completed Level 4 or 5 of a degree elsewhere. A thorough investigation of previous subjects studied, and grades attained must take place prior to confirmation of an offer and acceptance cannot be guaranteed.
2. The University operates processes in relation to the Recognition of Prior Learning (RPL)[[6]](#footnote-6), which are aligned to sector practice. Experiential industry experience, or credits accumulated from a programme at another educational organisation may, where appropriate, allow applicants to transfer credits towards a degree programme at the University of Wolverhampton.
3. Applicants seeking to transfer credits should contact Admissions for advice (admissions@wlv.ac.uk).

# **Unsuccessful Applicants**

1. In cases where an applicant is unsuccessful in their application, the Admissions Services can provide detailed and personalised guidance on improving their profile and reapplying successfully in a future intake, along with feedback regarding the reasons for rejection.
2. Feedback is not provided as standard following an unsuccessful decision; however all applicants are entitled to request and receive feedback. This will be provided within 14 working days of the request. Feedback should be requested by emailing admissions@wlv.ac.uk.

# **Alternative Offers**

1. In cases where an applicant does not meet the minimum requirements for a course, they may be considered for an alternative programme at the University of Wolverhampton. This will happen in any case where the applicant meets the requirement for this alternative programme and the programme is deemed to be relevant or of interest.

# **Communications**

1. Applicants may be contacted in cases where information is missing or unclear which prevents a decision being made on an application. Applicants will typically be contacted by email via the email address provided on their application form.
2. In any case where an applicant does not respond to an information request, the application will be put on hold until the passing of deadlines set by UCAS.
3. The University of Wolverhampton will process applications in line with stated guidelines from UCAS and/or detailed in partner Operation Manuals.
4. Applicants who do not respond by the given deadline will be contacted again and given an additional 14 days to respond.
5. The University of Wolverhampton reserve the right to reject or withdraw any applicant who submits an incomplete or unclear application and who do not respond satisfactorily to requests for more information or clarification.
6. Applicants applying through UCAS will receive their decision and any offer conditions through UCAS Track.
7. Direct applicants will receive their decision via an offer letter which will be emailed to them.

# **Criminal Convictions**

1. A previous criminal conviction does not necessarily preclude entry to the University of Wolverhampton; however, a thorough process must be followed before an applicant is permitted to enrol at the University of Wolverhampton. Further information on this process can be found in the University’s Criminal Convictions Policy[[7]](#footnote-7).
2. The University will consider applications from applicants with convictions/cautions and will also consider and has a procedure to monitor full-time undergraduate applications where applicants have declared criminal convictions as part of the application process.
3. When an applicant declares a criminal conviction and meets the academic requirements for that programme, the University will seek information about the nature of their criminal conviction. Such information will be handled confidentially and assessed by a nominated Criminal Convictions Panel as part of the decision-making process for admission.
4. Applicants to some professional courses require mandatory Disclosure and Barring Service (DBS) checks, in addition to the initial assessments by the University’s Criminal Convictions Panel, in accordance with the requirements of the respective professional bodies representing their courses. For professional courses, 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 enrolled, the termination of their studies.

# **Confirmation of results**

1. For applications through UCAS, the confirmation process involves the comparison of achieved results sent through UCAS’ own Award Body Linkage (ABL) scheme against the original offer made by the University. If academic conditions, alongside any non-academic conditions, are met, the University will ‘confirm’ an applicant’s place. Once offers are confirmed, applicants’ offer status will move from CF (conditional firm), to UF (unconditional firm) and applicants will be able to view this movement via TRACK, UCAS’ on-line application tracking service for applicants.
2. 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 is also considered.
3. The confirmation of results occurs electronically, in conjunction with other external electronic systems. The University reserves the right to amend any confirmation decisions made due to electronic system errors.
4. It is the responsibility of applicants to notify the University of any examination results required as part of their offers where they are not provided by UCAS.
5. The University of Wolverhampton reserves the right to accept applicants who do not meet their conditional offer following their exam results. This decision will be made once all qualifications and grades are available and on a case by case basis. Applicants holding a conditional offer should be aware that the only way to be assured of their acceptance is by meeting the terms of their offer and acceptance with lower grades or failed qualifications is not assured.

# **Late Applicants**

1. Applications through UCAS are initially given up to and including 15th January to submit applications and the University guarantees full consideration for applicants meeting that UCAS deadline. However, the University of Wolverhampton recognises many cannot submit applications that truly reflect their potential and interests within that timeframe. This may be particularly true for mature applicants. Most courses at the University are able to consider late applications and welcome suitable applicants and enquirers throughout the year..

# **Deferred Applications**

1. A deferral is any instance in which an applicant requests to delay their enrolment on a programme by one year. This can be requested either on the original application form or at any stage in the application process up to enrolment by contacting the Admissions Services in writing.
2. Whilst the University accepts deferred applications, it cannot guarantee that a course will run in the requested year of entry. Such applications can be made directly through UCAS at the time of applying. Applicants wishing to defer after submitting an application should contact the Admissions Services in the first instance at: admissions@wlv.ac.uk

# **International Applicants**

1. International applicants to Undergraduate programmes for whom English is not a first language are expected to hold an IELTS certificate, with a score of 6.0 (and no individual element lower than 5.5), or an equivalent qualification as determined by the University.
2. If an applicant is not sure they hold an acceptable equivalent qualification, they are advised to review the website requirements at <https://www.wlv.ac.uk/international/international-academy/english-at-the-international-academy/language-entry-requirements/> or on the individual country pages at <https://www.wlv.ac.uk/international/your-country>.
3. International applicants who have not reached the required level may be offered a pre-sessional course which will help to improve their language skills. Please contact admissions@wlv.ac.uk for further information.
4. Individual programmes and research degrees may stipulate a higher level, as required e.g. BNurs Adult Nursing. Details of these higher requirements can be found on the individual course webpages at [www.wlv.ac.uk](http://www.wlv.ac.uk).
5. The University of Wolverhampton considers a wide range of qualifications for entry on to its programmes, taking advice and guidance from sector-wide products and publications such as UK NARIC, the British Council and UCAS publications, this ensures our international qualification equivalencies are fair and consistent.
6. As part of the application process, the University of Wolverhampton requires applicants to indicate their residency status for fee paying purposes. The University of Wolverhampton uses this information to determine whether the applicant is eligible to pay Home or Overseas fees. If the University cannot make this assessment from the information in the application form, further information will be requested. If the applicant does not reply to repeated requests for further information, the applicant will be classified as an overseas fee payer. The applicant will be notified of this decision at the point of offer. If the applicant decides to accept the offer on the basis of the assessed fee this can be amended back to a Home fee status if the applicant is able to demonstrate meeting the appropriate eligibility criteria prior to enrolment on the course.
7. Tuition fee status is determined by the University using guidelines provided by the UK Council for International Students Affairs (UKCISA). An applicant’s tuition fee status is allocated at the discretion of each individual University and there may be occasions when your fee status is deemed to be Home by one institution and Overseas by another. Third parties (e.g. the Student Loans Company or the National Health Service) will undertake an independent assessment of your fee status for eligibility for their loan or funding etc. and this may differ from the status determined by the University. Applicants are advised to check with any relevant third parties prior to enrolling at the institution to ensure that they are eligible for funding etc. for their chosen course.

# **Extenuating Circumstances**

1. In the event that an applicant believes they have extenuating circumstances which may result in lower than expected attainment in examinations, preventing them from meeting the conditions of their offer, a letter of explanation should be sent to the University’s Admissions Services (admissions@wlv.ac.uk). This will be kept against the applicant’s record and given consideration, alongside their results, during the Confirmation Period.
2. Letters of explanation should be accompanied by evidence from an appropriate person, qualified and able to confirm the extenuating circumstances. As an example, such persons may be defined as doctors or teachers. Submission of extenuating circumstances does not guarantee admission.

# **Complaints and Appeals**

1. Complaints are typically considered to be cases in which an applicant feels that they did not receive the level of customer service or attention that was expected during the admissions process and wishes for the handling of their application to be reviewed.
2. Appeals are typically considered to be cases in which an applicant feels that a specific decision was not made fairly or did not consider relevant information which lead to an incorrect or unfair decision being reached.
3. The university will ensure that all complaints and appeals are dealt with consistently, fairly, and promptly. Applicants who make complaints will not be discriminated against. All complaints are dealt with in confidence.
4. The University will accept an appeal against an admission decision only when an applicant is able to provide evidence that prejudice or bias, in relation to equality and diversity issues, has influenced an outcome, or where evidence can be provided that procedural irregularities have occurred. Appeals will not be accepted against an academic judgement, except in cases where an administrative error has been made.
5. Requests for appeals should be directed, in writing, to the Head of UK & International Admissions within 10 working days of confirmation of the application decision. Evidence supporting the grounds for an appeal should be provided by the applicant, in order that a decision may be reviewed. The review of a decision does not guarantee its amendment and the University reserves the right to uphold an original admission decision.
6. Responsibility for communicating, in writing, the result of an appeal lies with the Head of UK & International Admissions (taught courses), and the Director of the Doctoral College (Research degrees).
7. Complaints may be made in relation to the level of service received in the following areas:
8. the behaviour of an employee of the University during the application process
9. the level of feedback provided, upon request from the applicant,
10. the way in which an application has been handled.
11. A separate process exists for any current students at the University of Wolverhampton which can be found within the Student Complaints Procedure document on the University website[[8]](#footnote-8).
12. Complaints should be made by the applicant themselves. Complaints made anonymously cannot be dealt with, and complaints made by third parties (such as parents and guardians, teachers, advisors and educational agents) will only be considered in exceptional cases at the discretion of the Head of UK & International Admissions, and at the express permission of the applicant the complaint relates to.
13. The process is detailed in the University’s Admissions Complaints Policy[[9]](#footnote-9)
14. The time scales outlined in this procedure will be followed to the best ability of the University of Wolverhampton staff and complaints will be dealt with as soon as possible. Where a complaint cannot be resolved within the advertised time frame, all relevant parties will be advised. The University of Wolverhampton reserves the right not to consider complaints made by applicants outside of the relevant time frames but recognises that there are some instances where complaints can be considered outside of this.
15. Most complaints are resolved satisfactorily at the informal complaint stage. Applicants should raise their first complaint in writing with the Admissions Services directly by contacting: admissions@wlv.ac.uk.
16. If the applicant is not satisfied with the initial response to their informal complaint, a written complaint should be submitted, normally within 10 working days, to the Head of UK & International Admissions.
17. Complaints should include a short statement explaining the nature of the complaint and, where the informal procedure has been followed, details of the response received and the reason for dissatisfaction.
18. The Head of UK & International Admissions’ decision regarding the outcome of the complaint will be considered final.
19. If the complaint relates to the Head of UK & International Admissions, it should be made to the Academic Registrar within the University’s Registry department. In this instance, their decision regarding the outcome of the complaint will be considered final.

# **Data Protection**

1. All information held by the University will be treated in line with the Data Protection Act 2018. The University uses your personal data as set out in its Data Protection Policy <https://www.wlv.ac.uk/about-us/governance/legal-information/corporate-compliance/data-protection/>.
2. Applicants who wish to have their information discussed with a third party must give written consent to the University of Wolverhampton, stating the third party’s name and contact details. In accordance with UCAS procedures, the University of Wolverhampton will discuss application details with the authorised contact listed on a UCAS application form.

# **Freedom of Information**

1. 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: <http://ico.org.uk/for_organisations/freedom_of_information/guide/act>.

# **Course Amendments**

1. Occasionally it may be necessary to make changes to a course between the offer of a place and enrolment. If this occurs, the University will ensure that prospective students are informed at the earliest opportunity and will be advised of all options open to them. This may include an offer onto a similar course in a similar subject area.

# **Terms and Conditions**

1. All offers are made subject to the University of Wolverhampton Terms and Conditions. These can be found at <https://www.wlv.ac.uk/about-us/governance/legal-information/policies-and-regulations/>.
1. <https://www.gov.uk/government/publications/higher-education-consumer-law-advice-for-providers> [↑](#footnote-ref-1)
2. <https://www.gov.uk/government/publications/student-sponsor-guidance> [↑](#footnote-ref-2)
3. <http://www.equalityhumanrights.com/legal-and-policy/legislation/equality-act-2010> [↑](#footnote-ref-3)
4. <https://www.wlv.ac.uk/current-students/student-support/student-support-and-wellbeing-ssw/advice-for-students-with-disabilities--splds/> [↑](#footnote-ref-4)
5. <https://www.gov.uk/government/publications/sponsor-a-tier-4-student-guidance-for-educators> [↑](#footnote-ref-5)
6. <https://www.wlv.ac.uk/schools-and-institutes/faculty-of-education-health-and-wellbeing/institute-of-health/continuing-professional-development/recognition-of-prior-learning-rpl/> [↑](#footnote-ref-6)
7. <https://www.wlv.ac.uk/about-us/governance/legal-information/policies-and-regulations/> [↑](#footnote-ref-7)
8. <https://www.wlv.ac.uk/about-us/governance/legal-information/policies-and-regulations/> [↑](#footnote-ref-8)
9. <https://www.wlv.ac.uk/about-us/governance/legal-information/policies-and-regulations/> [↑](#footnote-ref-9)