

# Part 2

## Admissions of Students

### 1. Introduction

- 1.1 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.
- 1.2 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:
  1. The Equality Act (2010)
  2. Freedom of Information Act (2000)
  3. Relevant data protection laws
  4. Human Rights Act (1998)

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

- 1.3 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.
- 1.4 These regulations apply to admission to UEL's awards undergraduate and postgraduate levels, whether full- or part-time, or mode or location of delivery.
- 1.5 These regulations are the responsibility of the Director of Student and Academic Services and is reviewed annually by Academic Board.

### 2. Principles of admission

- 2.1 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

- 2.2 The University aims to admit all applicants who have, in our judgement, a reasonable expectation of successfully completing the course within the normal completion period, and achieving the standard required for the award.
- 2.3 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 applicants with disabilities. We do not take ethnicity, religion, gender, sexuality or any other irrelevant characteristics into account when making admissions decisions. We review outcomes to ensure that our processes are fair to people of all backgrounds.
- 2.4 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
- 2.5 We will 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.
- 2.6 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.

### **3. Application process**

#### **3.1 Entry requirements**

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

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

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

3.1.2 Undergraduate academic entry requirements are also published on the UCAS website at [www.ucas.com](http://www.ucas.com)

3.1.3 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.

## 3.2 Undergraduate

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

- a) 112 UCAS tariff points in two subjects equivalent to GCE or VCE Advanced Level
- b) successful completion of a recognised Access to HE course;
- c) successful completion of a recognised HE preparatory course;
- d) Any qualification at a suitable academic level (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.

3.2.2 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.

3.2.3 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.

3.2.4 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.

3.2.5 Those applicants applying from Further Education or Sixth Form Colleges, or other institutions that have a progression agreement or articulation arrangement with UEL will be guaranteed an interview or a conditional offer.

3.2.6 Entrants 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.

3.2.7 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.

### 3.3 Other Conditions of entry

3.3.1 If an applicant has previously studied at the University 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 be different from that previously studied.

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

### 3.4 Postgraduate taught

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.

### 3.5 Postgraduate Research

- a) The minimum entry requirement for registration for the degree of Research Master's or MPhil is a second class Honours degree, or above, of a United Kingdom Higher Education Institution, or a qualification which is regarded by Research Degrees Subcommittee as equivalent to such (e.g. a verifiable overseas qualification).
- b) The minimum entry requirement for the degree of PhD via MPhil or Professional Doctorate is a first or upper second class Honours degree of a United Kingdom Higher Education Institution, or a qualification which is regarded by Research Degrees Subcommittee as equivalent to such (e.g. a verifiable overseas qualification).
- c) 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 (CNAAs) or by a United Kingdom 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).
- d) 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 English, 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.

### 3.6 Interviews, admissions tests and portfolios

3.6.1 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 a mature candidate.

3.6.2 Applicants will receive Interview and audition dates by email or by a telephone call, subsequently confirmed by email.

3.6.3 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.

3.6.4 Applicants seeking reasonable adjustments to their interview/audition should contact the Admissions team or the Graduate School for Research Masters, MPhil or PhD courses once they have received their interview/audition information. The Admissions team or the Graduate School will liaise with the interviewing tutor and the Disability and Dyslexia Service regarding their needs. Applicants should ensure they have provided the Admissions team or the Graduate School with details of their needs at least two weeks before the scheduled interview date.

3.6.5 Interviews may be conducted 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 may be recorded and emailed to the Admissions team. The University will accept electronic portfolios, if required.

3.6.6 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 PGCE courses.

3.6.7 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.

### 3.7 Decision process

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

3.7.2 We reserve the right not to re-consider existing applications for an alternative course, particularly where the new course has regulatory bodies and professional standards or where there are a limited number of places. These include; Social Work, Nursing and PGCE courses.

3.7.3 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 Admissions team or the Graduate School for Research Masters, MPhil or PhD courses in the first instance. Applicants will receive a response to their feedback request within ten working days of receipt of the request. The University does not respond to requests for feedback from third parties. Applicants can speak to the Admissions team or the Graduate School for advice and guidance regarding their qualifications and experience that will lead to a successful course application in the future.

3.7.4 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.

3.7.5 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 Track. 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 Admissions team or the Graduate School for clarification.

3.7.6 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 Track. Applicants who apply directly to the University should email their decision to the Admissions team or the Graduate School for Research Masters, MPhil or PhD courses. In either case, the offer and applicant decision are recorded on the University's student management system.

3.7.7 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 a written request for review and include:

- a) The new information, with supporting evidence
- b) Evidence of why this information was unavailable to you at the point of application.

### 3.8 Deferred entry

3.8.1 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.

3.8.2 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.

3.8.3 Applicants who wish to defer after receiving their offer, must put their request in writing to the Admissions team or the Graduate School for Research Masters, MPhil or PhD courses Confirmation of a deferred offer breaks any contract formed on the basis of the previous offer.

3.8.4 Deferral requests may be refused due to anticipated changes to the course entry requirements, or course details in the next admissions cycle.

3.8.5 Applicants can defer their offer for one academic year only. The Admissions team will contact deferred applicants in the summer of the following admissions cycle to reissue the deferred offer and request confirmation of acceptance by a specific date. The agreement to defer acceptance of a place forms a new student contract.

### 3.9 Recognition of prior learning

3.9.1 We have the discretion to admit an applicant *with exemption* from certain elements of a course. This will occur when it is evident that an applicant has fulfilled some of the progression and assessment requirements of the course by means other than attendance on the planned course, and will be able by completing the remaining requirements, to fulfil the learning outcomes of the course and to attain the standard required for the award.

### 3.10 Accreditation of Prior Certificated Learning (APCL)

3.10.1 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.

3.10.2 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 our 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.

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

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

### 3.11 Accreditation for Prior Experiential Learning (APEL)

3.11.1 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.

3.11.2 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.

### 3.12 Document verification and fraud

#### 3.12.1 Document verification

3.12.2 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. Undergraduate – Students applying through UCAS within one year of their application, do not need to supply details of their results as UCAS will transmit them directly to the University.

3.12.3 Applicants who have not applied through by UCAS, should ensure that proof of their results is sent directly to the Admissions team or the Graduate School for Research Masters, MPhil or PhD courses as soon as they are available. Non-UK applicants will be required to send photocopies or scans of their certificates, transcripts, etc. and to present their original documents at the point of enrolment.

3.12.4 All applicants, regardless of whether they applied through UCAS or directly to the university, must produce their original qualification certificates and transcripts at their selection interview/assessment/audition. Applicants who cannot provide original 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.

3.12.5 All international qualifications are checked for academic comparability using the UEL comparison guide or the UK NARIC qualifications database. The Admissions team or the Graduate School have access to UK NARIC 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 NARIC's counter fraud check.

3.12.6 References submitted in support of a course application should be provided on the UCAS application form or sent directly to the Admissions office or the Graduate School for Research Masters, MPhil or PhD courses on official letter-headed paper or from an official email address. References will not be accepted if they are not in the required format. If the Admissions team or the Graduate School 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.

### 3.13 Fraud

3.13.1 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".

3.13.2 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 and offer an alternative course. If there is significant evidence of fraud or plagiarism, this will result in the application being rejected.

3.13.3 The submission of false qualification documents, whether UK or international, will result in the application being rejected.

3.13.4 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.

## 4. Applicants with disabilities or specific learning differences

4.1 We are 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.

4.2 Information about disabilities and specific learning needs is collected through the UCAS application process 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.

4.3 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.

## 5. Applicants declaring criminal convictions

5.1 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 summarised in the [Policy and procedures relating to the disclosure of relevant Criminal Records, Health Clearance requirements and students under the age of 18](#)

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 including Medicine, Nursing, Physiotherapy, Teaching and Social Work. These courses require applicants to self-disclose all convictions at point of application through a mandatory question on the application form 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 [Policy and Procedures relating to the disclosure of relevant Criminal Records, Health Clearance requirements and students under the age of 18](#)
- 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 licence condition or monitoring restriction that could affect their ability to successfully complete their studies.

All declarations are assessed through our [Safeguarding Policy](#).

5.2 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.

## 6. Applicants who are under 18 at the start of the course

6.1 We admits students on the basis of individual merit, and we do not discriminate on grounds of age. The University cannot sponsor international students under the age of 16 and is therefore unable to admit students who require a Tier 4 visa and who are below the age of 16 at the time of entry.

6.2 If an applicant will not be 18 years old, by the time they are due to start their course of study at the University, as part of our duty of care to protect such students, we will contact their parent(s) or legal guardian(s) to seek their consent for the applicant to start the course. In contacting the applicant's parents, the University will outline a number of matters they need to be aware of, before granting consent. The University must be satisfied that appropriate accommodation arrangements are in place for students under 18. Students who are not aged 18 at the time of entry are not permitted to live in University Halls of Residence.

6.3 In the case of international students, or those whose parents/legal guardians are not based in the UK, we will require the nomination of a person resident in the UK who will take responsibility for the applicant until they reach the age of 18. This may be an individual known to the family or a guardian through a guardianship service.

6.4 Further information is available in our [Under 18 policy](#)

## **7. International applicants**

7.1 An international student is defined as a student who requires a Tier 4 (student) visa in order to study in the UK. 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 Tier 4 Policy.

7.2 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.

7.3 International applicant offers are subject to conditions which are specific to their status as Tier 4 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 Tier 4 visa. Details of offer conditions are specified in the offer letter.

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

7.5 Details of all fees and methods of payments are provided in the offer letter. No payment is accepted until all offer conditions have been met.

## **8. Complaints and Appeals Procedures**

8.1 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 be occasions where an applicant is disappointed with our decision.

8.2 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.

### 8.3 Appeals Procedure

8.3.1 An appeal is defined as a request for a formal review of the outcome of an admissions decision. An appeal should normally be raised in writing with the Admission team ([study@uel.ac.uk](mailto:study@uel.ac.uk)) or the Graduate School ([pgenquiries@uel.ac.uk](mailto:pgenquiries@uel.ac.uk)) for Research Masters, MPhil or PhD courses outlining the nature and detail of the appeal.

8.3.2 The admissions team or the Graduate School 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.

8.3.4 The admissions team or the Graduate School 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 on academic grounds, they cannot appeal the decision.

### 8.4 Complaints Procedure

8.4.1 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.

8.4.2 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

### 8.5 Academic decisions

8.5.1 The Admission team or the Graduate School 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 whether the complaint has a substantive case and if so, that should be progressed through 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.

8.5.2 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.

8.5.3 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.

## 8.6 Decisions concerning criminal convictions

8.6.1 In the case where a decision to reject an applicant has concerned a criminal conviction, a formal route exists whereby an applicant rejected following an assessment of his/her convictions can apply to the Director of Student and Academic Services (or nominee) for a review on the grounds of procedural irregularity, prejudice or bias, or extenuating circumstances. The decision of the Director of Student and Academic Services (or nominee) is final.

## 8.7 Decisions concerning disability or special educational needs

8.7.1 In the case where the University has not been able to offer a place to an applicant following an assessment of support needs, a formal route exists whereby an applicant can apply to the Director of Student and Academic Services (or nominee) for a review on the grounds of procedural irregularity, prejudice or bias, or extenuating circumstances. The decision of the Director of Student and Academic Services (or nominee) is final.

## 8.8 Stage 1: Complaints procedure

8.8.1 The initial complaint should normally be raised in writing with the Admissions team ([study@uel.ac.uk](mailto:study@uel.ac.uk)) or the Graduate School ([pgenquiries@uel.ac.uk](mailto:pgenquiries@uel.ac.uk)) for Research Masters, MPhil or PhD courses 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.

8.8.2 The Admissions team or the Graduate School 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.

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

8.8.4 When the Admissions team or the Graduate School 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 the admissions office, will be confirmed along with a proposed remedy.

## 8.9 Stage 2: Complaints procedure

8.9.1 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.

## 8.10 Making a Formal Complaint

8.10.1 Any applicant 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](#)

## 9. Process for English and Maths for Apprentices

9.1 Candidates are initially assessed against their formal qualifications gained to date.

9.1.1 UEL particularly looks for the Level 2 English and maths, or equivalent, to meet the apprenticeship exit standard.

9.1.2 Where a candidate cannot prove working at Level 2 or above in both English and maths, UEL organises a BKSB assessment to gauge the Apprentice's ability to gain these whilst on the scheme.

9.1.3 This also ensures the student's ability to manage the academic rigour of the scheme is assessed.

9.1.4 Candidates must score Level 1 or above across all areas of the subject required to gain access on to the apprenticeship being applied for.

9.2 Once identified and discussed with both the Apprentice and the employer, UEL delivers each subject on a day release basis in an intense package over a 7-week period for each subject.

9.2.1 Options on when the schemes are run are discussed with the employer and Apprentice.

9.2.2 Only attendance on the relevant subject is required.

9.2.3 This is identified from the initial assessment and the BKSB assessment in line with their time frame and EPA Gateway projected date.

## **10. Related Documents**

- QAA UK Quality Code for Higher Education, Chapter B2
- UCAS Admissions Guide and Decision Processing Manual
- UKVI Tier 4 Sponsor Guidance