



Regent College Higher Education Recruitment, Selection and Admissions Policy and Procedure, and Terms and Conditions¹

1. Introduction and background

1.1 This document sets out:

- How Regent College approaches the admission of students
- Roles and responsibilities at Regent College and our partners
- Entry criteria
- The admission process from initial information and enquiry through to enrolment and induction on the programme, including the contract between the student and Regent College including key elements from our terms and conditions
- What happens when we need to make changes to our programmes during the admissions process
- Appeals against admission decisions
- Complaints relating to the admission process
- How we disseminate, implement, monitor, review and develop this policy and procedure.

1.2 This admissions policy and procedure takes account of the Expectation and Indicators of sound practice as detailed in Part B, Chapter B2: *Recruitment, selection and admission to higher education* of the UK Quality Code. This policy also reflects best practice as promulgated by the Supporting Professionalism in Admissions project and the Competition and Markets Authority's (CMA) guidance on consumer law in the context of UK higher education. Regent College will apply this policy and procedure fairly and equitably, consistent with our Equality and Diversity Policy and Student Pastoral Care Policy, while meeting requirements for the maintenance of Regent College's academic standards and the achievement of our corporate objectives.

1.3 The QAA Quality Code, Chapter B2 sets out an Expectation which all institutions of higher education must meet in their policies and procedures for recruiting, selecting and admitting students onto programmes of study. The Expectation is as follows:

Recruitment, selection and admission policies and procedures adhere to the principles of fair admission. They are transparent, reliable, valid, inclusive and underpinned by appropriate organisational structures and processes. They support

¹ Please note that this Admissions Policy, Procedure, and Terms and Conditions applies solely to the Pearson HND Business programme operated by Regent College Higher Education as an approved Pearson Centre. Admissions to programmes awarded by Buckinghamshire New University and the University of Northampton operate to the respective university admissions policy and procedures.

higher education providers in the selection of students who are able to complete their programme.

Regent College has undertaken a mapping against each of the ten Indicators of sound practice to assure itself that the overall Expectation is met and to identify areas for enhancement and improvement.

1.4 The Competition and Marketing Authority (CMA) published guidance in March 2015 to UK higher education institutions to help them understand their responsibilities under the new Consumer Rights Act that came into force in October 2015. This applies to the relationship between the higher education provider and prospective and current students. The guidance covers three main areas:

- Terms and conditions for students should be fair
- Information provided to prospective and current students should be timely, honest, easy to find and accessible
- Complaint handling process should be fair and transparent.

The QAA Quality Code Expectation Section C *Information about higher education provision* is stated as follows:

Higher education providers produce information for their intended audiences about the learning opportunities they offer that is fit for purpose, accessible and trustworthy.

Regent College meets this Expectation as evidenced by the QAA HER (AP) report of September 2016 and, in consequence, is able to assure itself that the information provided to prospective and current students meets the CMA guidance criteria.

1.5 The admissions policy and procedure and associated documents will be reviewed on an annual basis alongside our other policies and procedures in Regent College's Quality Manual. Updates and revisions to this policy and procedure will be considered and approved by Academic Board.

2. Our approach to the admission of students

2.1 Regent College is committed to creating and sustaining a positive, supportive and excellent teaching and learning environment for its students which:

- Is fair, equitable and mutually supportive;
- Respects the diversity of students, encouraging and enabling them to achieve their full potential;
- Acknowledges the rights of all existing and prospective students to be treated with respect, dignity and fairly with regard to all policies, procedures, assessments and related activities.

All information contained in prospectuses, websites and other material used in the recruitment and admission of students will promote equality of opportunity. All staff involved in the admission of students will have an awareness of equality and diversity through our Equality and Diversity Policy.

2.2 Regent College aims to operate its admission procedure with integrity, transparency and high professionalism in order to foster the widest participation and equality of opportunity, with a particular emphasis on adults returning to study and others looking for *second chances* via higher and further education.

2.3 Specifically, we adopt an *assessing* approach to admission, employing a dedicated enquiries and admission team with the objective of *matching* the potential student with a programme of study which:

- Best meets their stated career aims and ambitions;
- Is appropriate for their current level of preparation to study, evidenced via qualifications, skills and experience; and
- They are likely to benefit from and complete.

In doing so, we will offer professional, fair and unbiased advice and guidance, referring prospective students onwards if we are not able to match with an appropriate Regent College programme. A key element of our approach is engagement with prospective students face to face before the offer of a place.

3. Roles and Responsibilities;

3.1 Setting and monitoring of admission criteria and target numbers

3.1.1 Broad entry criteria are set by our partner awarding organisations. Target numbers are principally determined via student number caps or contracts from the relevant regulatory, funding or partner body. Within this, the allocation of target numbers to specific entry points, together with the implementation of/additions to entry criteria, are determined by the Principal, advised by the College Management Meeting and Academic Board. Entry criteria are published on Regent College's website and some sector and third-party websites and directories. Admissions administrators advise on the general acceptability and equivalence of a range of entry qualifications.

3.2 Assessing and communicating with prospective students

3.2.1 Our Admissions Office receives and assesses all applications to study at Regent College. A recommendation to offer a place, including any credit on entry, is made by the Admissions Administrators against published criteria, on the basis of the written application, prior learning, supporting documentation and in some cases, advice from a member of College teaching staff having interviewed the prospective student. A member of senior management (usually the Assistant Principal) reviews the recommendation and makes the decision on each application. All communication with prospective students is made via Admission Administrators, including offers of places, joining instructions and feedback to unsuccessful applicants. Prospective students are also encouraged to contact the Student Experience & Support Officer or Careers & Support Officer for information concerning housing, services and support for students with disabilities or special educational needs.

3.3 Publication of Information, enquiry handling and outreach

3.3.1 Regent Group Sales and Marketing staff publish information for prospective students in College and external media, both web and print-based, and handle initial information, advice and guidance enquiries, normally via individual face to face meetings with each prospective student

3.4 Appeals & complaints

3.4.1 Appeals and complaints relating to the admission of students are handled, in the first instance, by the Assistant Principal and Director of Quality. Where matters are not resolved to the satisfaction of the prospective student, they are referred to the Principal.

3.5 Monitoring & Review

3.5.1 Monitoring and review of the admission cycle for each programme is undertaken by College staff within the particular annual and periodic review and/or reaccreditation exercise for the qualification/awarding body concerned. Academic Board draws on the outcome of this to review the cycle College-wide and consider the wider effectiveness of the Admission Policy and its implementation as practice.

3.6 Exceptions to the above

3.6.1 Where the College delivers a programme on behalf of another education provider, for example, on a subcontract or franchise basis, then the above are undertaken by that provider, noting that the College may still play a role at (c), see footnote 1 above.

3.7 Responsibility of prospective students

3.7.1 In order to operate the admission process in a fair, effective manner, we place certain obligations upon the prospective student, namely:

- To provide complete, timely, accurate and truthful information as required
- To participate in any required assessment activity
- To update us as soon as possible if personal details or study intentions change
- When offered a place, to complete the enrolment process or decline the offer within the required timescale.
- To provide any additional information required in a complete and accurate form prior to enrolment, including that relating to student migration, eligibility to pay tuition fees, verification of identity & entry qualifications, declared disabilities or medical conditions.
- To pay tuition and other fees to the value and schedule required by the College

4. Entry criteria

4.1 To be admitted to a programme of study at Regent College, prospective students must first meet the following entry requirements, which are also published on the College website.

4.2 For Pearson HND programmes

4.2.1 Prospective students must be aged 18 or above on the first day of the proposed programme and hold one of the following (I to III):

- I. GCSE passes at grades A to C including English Language and **either** a minimum of one A Level at grades 'A' to 'E', **or** a BTEC Level 3 Certificate **or** Diploma, **or** an Access to Higher Education Certificate awarded by an approved further education institution; *or*
- II. College-recognised certificated learning equivalent to the above. Where possible the College uses the NARIC database to determine equivalents to GCSE and A level qualifications; *or*
- III. Normally, two or more years experience, relevant to the programme applied for, evidenced via a personal statement, Work Experience Form and successful College interview and supported by employment reference(s)

4.2.2 Students with prior learning that satisfies the specified learning outcomes and assessment criteria on a like-for-like basis may enter the programme, normally, with 90 credits. It is the responsibility of the prospective or current student to demonstrate this with objective evidence.

4.2.3 Prospective students who are not UK nationals, or who are UK nationals but do not have GCSE English Language at grades A to C, are also required to provide, before admission, results in a SELT (Secured English Language Test) to demonstrate, to the College's satisfaction, their proficiency in English commensurate to level B2 of the Common European Framework of Reference (CEFR). The following link provides the list of acceptable Secure English Language Tests:

<http://www.ukba.homeoffice.gov.uk/sitecontent/applicationforms/new-approved-english-tests.pdf>

For example, this level of proficiency may be evidenced by:

PTE 51; or

IELTS 5.5; with both Reading and Writing at 5.5; or

For UK/EU/EEA nationals only: an equivalent outcome in the College's own assessment of their English language proficiency, in the context of potential capability to complete the HND programme.

All students are required to take the Regent College's Wembley English Academy English language assessment. Prospective students who do not meet the required English standard with this assessment are offered an appropriate English language course designed to enable achievement of the required English level for admission to the Pearson HND Business programme.

4.2.4 Prospective students are not guaranteed a place because they meet or are expected to meet our entry criteria. Where places are limited and demand is high, we may use the information gathered in the admission process, described in Section 5 below, to select the best prepared candidates and/or offer places for an alternate entry point. We also reserve the right not to offer a place in specific circumstances detailed in this policy or where an application does not meet its terms.

5. The admission process and key elements of terms & conditions

5.1 Please also see our full terms and conditions (available on our website). Unless otherwise stated, *days* refers to College working days.

5.2 Confidentiality & Disclosure

5.2.1 By submitting an enquiry and/or application forms to Regent College, prospective students give their consent to Regent College for processing the information as follows. All enquiries and applications are created as an electronic record on our student administration system. Subject to the provisions of data protection, the information provided by prospective students is only shared with those College staff directly involved with processing the application or undertaking related management activity such as the administration of surveys and market research, compilation of statistics and the provision of further information about the University. It is implicit that where referees are named, we have the prospective student's permission to approach these. However, where we need to undertake further checks involving a third party, we will seek the prospective student's permission beforehand, whilst noting that we may not be able to proceed with an application without such permission. Additional storage, usage and sharing of data applies once a student enrolls. These will be made clear in our full terms and conditions.

5.3 Stage A: Initial information and enquiry

5.3.1 We provide prospective students with *material information* prior to application, including:

- This Admissions Policy, including our entry requirements
- An overview of the College, our programmes and tuition/other fees charged
- Our full terms and conditions
- Our tuition fee refund and compensation policy
- Our complaints policy and procedure

This information is provided via content and downloads on our website and also at some external websites and listings, for example the Unistats site.

5.3.2 Prospective students are expected to first register their interest via the enquiry form, email address or telephone numbers on our website. After doing so, a member of our sales team will contact the prospective student within two days to arrange a pre-application information meeting at the College, to then take place within the next ten days. At this meeting, a member of the sales team will discuss with the prospective student their ambitions and study intentions in the context of work, study and English language achievement to date, in order to signpost the prospective student to the most appropriate Regent College programme, or to provision elsewhere, prior to application.

5.4 Stage B: Application

5.4.1 All applications received at least twenty-eight days before the proposed entry point are given equal consideration. Applications received after that date will be considered on a first come first served basis for any remaining vacancies on the programme.

5.4.2 In order to apply for a place, a hard copy of the completed application form, downloaded from the website, must be submitted in person or by post, to: The Admissions Office, Regent College, Madison House, 24-28 London Road, HA9 7EX, along with the following documents:

- Copy of the pages of the passport containing photograph, passport number, passport expiry date, previous visas (in case of non EU/non-UK) and personal details
- Relevant credentials such as certificates of educational attainment, work experience and other relevant supporting documents
- Certification of English language capability to a level commensurate to B2 of the Common European Framework of Reference; specifically via an acceptable SELT (Secured English Language Test) in the case of non-EU/UK nationals
- Proof of funds to pay the programme fees (in the case of non-EU/non-UK students)

5.4.3 Where any of the above documents or certificates are in a language other than English, it is the prospective student's responsibility to present an English translation by an authorised and recognised translation body, on the letterhead and signed by a relevant member of staff of that body. Regent College reserves the right to contact any organisation for the verification of documents submitted as part of the application process.

5.4.4 Prospective students with disabilities or medical conditions are encouraged to declare this on the application form. In this case the application will be reviewed by the Student Welfare Officer who may also call on further professional advice to determine what adjustments, if any, the College needs to make in order to support the student. We reserve the right to refuse admission where the student cannot be supported with reasonable adjustments, or to terminate enrolment in such cases where the student did not declare a disability/condition at application.

5.4.5 Prospective students with unspent criminal convictions or cautions are required to declare this on the application form. In such cases, the application will be reviewed by the

Assistant Principal (HE) to assess the risk to other students, to staff, and to College property, with one of the following outcomes:

- If the application would otherwise result in the offer of a place, no additional conditions are necessary
- If the application would otherwise result in the offer of a place, specific further conditions are to be included in that offer, designed not only to minimize any risks identified (if any) but to ensure the prospective student receives the necessary support
- That the admittance of the prospective student is too high a risk and thus to not offer a place.

We will terminate enrolment in cases where a student did not declare unspent criminal convictions or cautions during the application stage.

5.5 Stage C: Assessment of paper applications

5.5.1 Submitted applications will receive an acknowledgement within two days of receipt by regent College. The Admissions Office team will assess the application form and supporting documentation against our entry criteria and this policy, resulting in one of the following outcomes:

- (i) Where the prospective student has attended a pre application meeting at Stage 1 above and has met/is predicted to meet all entry criteria via certificated achievement prior to the start of the programme they will be invited to an assessment day at the College.
- (ii) Where the prospective student has not attended a pre-application meeting; and/or has applied on the basis of work experience; and/or is a UK/EU/EEA national without certification of above required English language capability; and/or has declared a disability or medical condition: to invite the prospective student to attend an assessment day at the College;
- (iii) Where the prospective student will not meet the entry criteria: the applicant will be invited for a 1:1 interview to recommend the offer of a place on an alternate programme within the Regent Group or externally (subject to any outstanding conditions) or that the application is rejected;
- (iv) Where the application is incomplete and/or not all supporting documentation has been provided by the prospective student, to return or suspend the application until it is completed.

5.5 Stage D: The Assessment Day

5.5.1 We will invite prospective students to attend an assessment day after evaluation of their application. This will take place within ten working days of the receipt of application. At the Assessment Day, candidates will take the College's English diagnostic test, where required, and then proceed to a 1:1 interview, normally with a member of our teaching staff, who will complete the interview form including a recommendation as to offer and any additional support needs to be met. The prospective student will also be asked to bring the original version of all the qualifications and other documents submitted in support of the application, for verification/stamp of copies held.

5.6 Stage E: Outcomes of the application

5.6.1 Following recommendations resulting from consideration of the completed paper application form and the outcome of the assessment day, where applicable, a member of the

senior management, usually the Assistant Principal will make a decision on each application. An Admission Administrator will then communicate *one* of the following outcomes to the prospective student via email:

Unconditional offer of a place;

- Offer of a place subject to conditions being met prior to the student's registration with the awarding body (normally within a month of the programme start date) and normally involving achievement in outstanding assessments and/or submission of original documents
- Offer of a place on an alternate programme within the Regent Group (subject to any outstanding conditions) or recommendation of alternative programmes externally
- Not to offer a place, including feedback on the reasons for this and details of the admission appeals process.

5.6.2 The outcome will normally be communicated within 10 working days of receipt of the completed application form or within 5 working days of attendance at an assessment day, whichever is the later. In cases where a disability, medical condition or criminal conviction has been declared we need additional information to make a decision which may result in the timescales taking longer than stated above.

5.6.3 An offer of a place will be accompanied by the following pre-contract information (within or attached to the email unless otherwise noted below):

- Any conditions to be met by the prospective student (and the date by which they must be met) prior to enrolment
- An invitation to induction, along with details and timescale of how a prospective student can complete the enrolment process, contract formation and *cooling off period*
- This Admissions Policy
- Details of tuition and other fees payable, the process and timescale for payment and our refund policy
- Student handbook, as a summary of our academic policies and providing detail of course, pathway, unit structure & content and year 1 timetable
- Attendance policy
- Regent College's full terms and conditions
- A copy of our Information Technology / Data Protection Policy
- A *guest account* for our student portal, signposting the prospective student to assignment briefs and our policies in the Quality Manual
- For non-UK/EU/EEA nationals requiring Sponsorship under Tier 4 of the Points Based System: details of what we will require in order to issue a Certificate of Acceptance for Studies (CAS). We will normally issue a CAS to visa nationals within five days once **all** of the following are in place:
 - (i) The prospective student has confirmed in writing that they will be taking up our offer of a place
 - (ii) All offer conditions have been met
 - (iii) Advance payment in cleared funds for the first three terms' tuition and related fees in full.

5.6.4 Prospective students who are not UK/EU/EEA nationals and who decline Tier 4 sponsorship are required to provide us with evidence of their right to enter and study in the UK. This must take place before attending the College for induction or enrolling.

5.7 Stage F: Induction and enrolment

5.7.1 All prospective students offered a place are invited to attend Regent College on the start date offered for an induction/orientation period and then to enrol for and commence the programme of studies. Once all offer conditions have been met, the prospective student will enrol by completing and signing the enrolment form, formally accepting our terms and conditions, agreeing to pay any fees in full and either paying the tuition fees due or providing acceptable proof of who will be paying these fees.

5.7.2 Prospective students must complete enrolment as soon as able and within 10 days of the start of the induction/orientation period. If enrolment is not so completed, we will cancel our offer of a place and ask the prospective student to leave Regent College.

5.7.3 Once enrolment is completed, an email will be sent to the student confirming this and a binding contractual agreement will then exist between the student and Regent College. This is made up of the following, which students are strongly advised to read in full before enrolling:

- Completed application and enrolment forms
- This admissions policy and procedure
- Regent College's terms and conditions
- Student Handbook
- Regent College's Prevent Policy
- Attendance policy
- Materials held on the student portal, including assignment briefs and our policies in full
- Refund policy
- Data protection/IT use policies
- CAS policy (if you are studying under the College's Tier 4 sponsorship)

5.8 Cooling-off period

5.8.1 Students have the legal right to change their minds and cancel this agreement during the *cooling off* period. The *cooling off* period is within 10 working days of Regent College sending the above email to the prospective student confirming completion of enrolment. To cancel this agreement, students must complete, sign and return our withdrawal form to the Admissions team at Regent College within these 10 working days. Where the agreement is cancelled, we will refund in full any fees already paid to Regent College by the student or their financial sponsor, minus a pro rata deduction for days studied during the cooling-off period.

6. When we need to make changes to our programmes, in relation to the published information, during the admissions process

6.1 Use of Changed Course Offer

6.1.1 If we are unable to offer a place on the programme and/or entry date applied for, because the student does not meet the entry requirements or the programme is full, we may offer an alternative programme or start date instead. An Admissions Administrator normally contacts the prospective student to discuss the alternative before the offer is processed.

6.2 Changes to programmes, vs. published material or pre-contract information, during the admissions cycle

6.2.1 Regent College takes all steps to avoid changes to a programme after it has opened for applications for a given entry date and in particular within a month of intended start date. However, we reserve the right to change programme dates, cancel programmes and units, change tutors and locations for reasons such as non-availability of venues, insufficient student numbers or staff sickness and absence.

6.2.2 Where a prospective student already holds an offer for the programme and date concerned but has not yet enrolled, we do our best to ensure that the prospective student's study intentions can be met. In this case the Admissions Administrator discusses the options directly with the prospective student and offers one or more of the following options as circumstances allow:

- (i) Entry to the original programme/semester as planned
- (ii) Deferring our offer by one or more terms
- (iii) Transferring our offer to an alternate Regent Group programme for the original entry semester
- (iv) Supporting the prospective student in securing a place on a similar programme at another provider;
- (v) Where all of the above options at Regent College have been exhausted, cancelling our offer.

6.3 Changes to programmes vs. contractual agreement

6.3.1 Where we make changes to a programme after enrolment, which a student considers adversely affect them, the student may withdraw during the *cooling off* period, with a full refund to the payer of fees already paid to us. Alternatively or after the *cooling off* period Regent College will make an appropriate refund considering the proportion of the course completed. In addition, should the changes involve permanent cancellation of the programme, delaying the programme start or continuation dates by more than two calendar months or relocating the teaching of one or more units outside of the Greater London area, we will reimburse the student for any reasonable costs already incurred, directly and exclusively associated with the programme (e.g. visa or travel costs).

7. Appeals against the outcome of an application to study at Regent College.

7.1 Regent College will consider appeals which are:

- (i) Against our final decision on an application
- (ii) Made by the applicant in writing using the Complaint Form (available on the website)
- (iii) Received by the College within twenty working days of the date on which the College first informed the applicant of the final outcome of their application
- (iv) Made on one of the following grounds:
 - Relevant and material information was not made available to us at the time of application, through no fault of the applicant; and/or
 - The way we dealt with the application differed materially and significantly from our written policy and procedure.

7.2 Appeals are considered on the understanding that, should the appeal be upheld, any offer of a place will be either for the entry date originally applied for or the next entry date with availability, at our discretion.

7.3 Appeals should be made in writing to the Assistant Principal, who will acknowledge the appeal within five working days, investigate and makes a decision, responding to the appellant within twenty working days of receipt of the written appeal. The appellant (who may not be accompanied) and any member of staff associated with the decision on the application may be asked to attend an appeal hearing meeting. If the matter cannot be resolved at this point, the appellant has the option to then refer the appeal to the Principal, in writing within ten working days of the Assistant Principal's decision date. Within ten working days of referral, the Principal will respond with their decision, which is final. There is no appeals procedure in cases where the applicant has unspent criminal convictions or cautions at the point of application.

8. Complaints

8.1 Regent College will consider complaints relating to the recruitment and admissions process where these relate to a submitted application. The complaint must be made in writing by the applicant within twenty working days of the events concerned; and concern the way an application has been handled, the subsequent dissemination of information, and/or the conduct of a member of our staff directly involved in processing the application. The complaints procedure cannot be used to appeal against the outcome of an application.

8.2 Regent College's Complaints Policy and procedure is available from Regent College's website and the VLE (HELP), it includes the form that must be completed by the complainant to make a formal complaint.

8.2 Complaints must be made in writing to the Director of Quality HE. A formal complaint will be dealt with according to Regent College's Complaints Policy and procedure and the timescales stated in this policy.

8.3 The UK Office of the Independent Adjudicator does not investigate complaints relating to Admissions

9. Implementation, dissemination, monitoring and review

9.1 This policy was approved by Academic Board in June 2017 and will be disseminated to Regent College and partner staff and made available to prospective students via the College website and appropriate links or attachments in admissions correspondence. This policy and procedure and associated documents will also be available to all staff and students in the Quality Manual on the VLE (HELP).

9.2 The Admissions Committee has an overall brief for monitoring and review of the admission cycle, reporting to Academic Board and informed by the development of a series of key performance indicators. As part of this brief, the Admissions Committee is responsible for overseeing and monitoring the implementation and further development of this policy and related practice.

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