

Admissions Policy and Procedure

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Equality Assessment completed

This document will be reviewed in September 2024

If required this document is available in an alternative format. To request this please contact the Admissions Office.

1. Introduction

This policy and procedure document describes the principles and processes which are used to select and admit new students to Brunel University London. The policy covers admissions to all Undergraduate, Postgraduate Taught, Postgraduate Research and Language Centre awards. It covers all study modes including full time, part time, distance and online learning.

In recruiting, selecting and admitting students to Brunel, the University is mindful of its legal [and regulatory] obligations including those in respect of equality, fairness and consumer protection, and of the expectations and requirements of the Office for Students (OfS). The University strives to ensure that its admissions arrangements and processes are accessible, transparent and clear, fair, inclusive and equitable, and consistent in their application. The University recognises the diversity of its prospective students and encourages applicants from all backgrounds who are suitably qualified for its programmes and have the potential to succeed.

Members of the Admissions Office are responsible for the operational aspects of the admissions process and academic Admissions Tutors in the Colleges have designated responsibilities at programme level.

2. Access and Participation

Brunel University London encourages applications from a wide range of prospective students and from all those with the ability to benefit from higher education. The University runs outreach activities in support of its commitment to widening access and recognises the importance of financial assistance to help ensure that anyone who is qualified to study at Brunel can do so, regardless of their circumstances.

Details of the Scholarships and Bursaries that are available to applicants can be found here: <https://www.brunel.ac.uk/scholarships>

Contextualised Admissions

To counter disadvantage, the University adopts a contextualised admissions approach when reviewing undergraduate applications.

Contextual data includes educational and socio-economic background. Contextual information relates to individual applicant circumstances, such as if they have been in care, or involved in widening access activities. The contextual data/information will enable the University to take into account additional factors which may have impacted on an applicant's education.

Applicants will be deemed to be from an underrepresented group (as defined by the OfS and Brunel) if they meet one of the following criteria:

- Applicants from areas of Low Higher Education participation (POLAR4 Quintiles 1 and 2)
- Disabled applicants
- Care Leavers <https://www.brunel.ac.uk/study/schools-and-colleges/widening-access/Care-Leavers>
- Mature applicants (and those who have had a break in education)
- Students who attended the Brunel Urban Scholars programme (A Saturday programme for school pupils)
- Young carer (Under 25 years at enrolment with a dependent family member or friend (verified by referee))
- People estranged from their families
- People from Gypsy, Roma and Traveller communities
- Refugees
- Granted Humanitarian Protection
- Asylum Seekers
- Children of military families

3. Equality and diversity

Through its Equality and Diversity and Admissions policies, the University is committed to providing equality of access to the courses and opportunities it offers and to treating all applicants fairly, transparently and consistently. We work to create and maintain an inclusive environment where people can be themselves and seek to achieve their full potential. We are committed to celebrating diversity and promoting equality of opportunity.

4. Disability and dyslexia

Applicants with disabilities/learning difficulties (including applicants with mental health difficulties) are encouraged to disclose the nature of their disability at the earliest opportunity; so that the University (through its Student Wellbeing Team) can consider what arrangements may be put in place to remove or lessen the impact of any barriers to their application and eventual study with the University and in good time and to enhance the applicant and student experience.

For further information, please visit the Student Wellbeing Department at:
<https://www.brunel.ac.uk/life/supporting-you>

5. Information for applicants

Brunel University London recognises the importance of providing prospective students with clear, accurate and comprehensive information about the programmes, services and facilities it offers. This information is provided in various forms including: prospectuses, the University website (www.brunel.ac.uk) and the UCAS website (www.ucas.com).

This information includes; the aims, content and structure of individual programmes; entry criteria, skills requirements for individual programmes (which can all be located on the individual course pages). Guidance about how to apply (for undergraduate can be found here (<https://www.brunel.ac.uk/study/applicants/undergraduate-courses-how-to-apply>) and for postgraduate can be found here (<https://www.brunel.ac.uk/study/applicants/postgraduate-courses-how-to-apply>)). The expected fees and other costs of being a student can all be located on the individual course pages; and the additional course related costs page: <https://www.brunel.ac.uk/study/admissions/additional-costs>. The financial support available (details of the Undergraduate and Postgraduate Scholarships and Bursaries that are available to applicants can be found at <https://www.brunel.ac.uk/scholarships>).

6. Discontinued courses

The University makes all reasonable efforts to deliver the programmes of study, research opportunities and other services and facilities described in its information for students.

However, the University may in some circumstances be required to:

- Make reasonable variations to the content and/or syllabus of programmes of study
- Alter the timetable, location, number of classes and/or method of delivery of programmes of study and methods of timings of assessments, provided such alterations are reasonable and necessary
- Make reasonable changes to its statutes, Ordinances, regulations, policies and procedures
- Combine programmes of study
- Suspend, discontinue or not provide programmes of study

If the University makes changes in this way, it will take reasonable steps to notify affected applicants promptly to minimise any disruption to commencing their studies.

For further information about the circumstances and/or reasons the University may be required to take the actions above in relation to (1) changes to pre-contract information and (2) changes after an applicant has entered into a contract with the University please visit: <https://www.brunel.ac.uk/About-this-website/the-student-contract> to view our student contract.

7. Criteria for admission

The University seeks to admit applicants, who are suitably qualified for its programmes and who it believes have the potential to succeed. This commitment is underpinned by three factors which are key to indicating the likely success of a student:

- Ability at a certain level in thinking and learning
- A foundation of skills from which to extend their study
- Motivation and commitment

These factors, alongside formal qualifications and experience, may be assessed through a student's personal statement and in some cases at an audition, interview, portfolio etc. Additional assessment of professional capability will apply to the professional courses.

Undergraduate programmes:

The published entry criteria refer to qualifications taken in one sitting and at the first attempt. Qualifications taken as re-sits or over several sittings will be considered on an individual basis.

The published entry criteria are valid for level three qualifications e.g. A-level, BTEC and International Baccalaureate completed in the ten years immediately prior to the start of a course. Qualifications taken more than ten years before will be considered on an individual basis. However, the University may look for evidence of recent study or learning and make an assessment of suitable preparation for study at the University.

In addition to level three requirements for the course the University also expects applicants to have five GCSEs at C/4 or above including English and Maths. The University may consider alternative qualifications if the applicant has not had the opportunity to take GCSEs. For the new GCSE grading system, we would accept Grade 4 or above as equivalent to GCSE Grade C.

The University's website and prospectus provide clear information on the entry criteria for each programme. The website will be updated as soon as any criteria changes occur although criteria published in print may take longer to update.

For International and EU applicants, qualification equivalencies can be found on each course page. Applicants holding qualifications which do not appear on the list on the website should contact the Admissions Office prior to application to check equivalence. Applicants are advised to visit www.enic.org.uk for more information about their qualification (equivalency to UK qualifications) prior to applying.

For further information please visit: <http://www.brunel.ac.uk/study>

Course Entry Profiles can also be viewed on the UCAS website: <https://www.ucas.com/undergraduate/what-and-where-study/how-choose-right-undergraduate-course-you>

Postgraduate taught programmes:

Entry to taught postgraduate programmes normally requires an undergraduate degree; however, relevant work experience, can replace this requirement, in some cases. Entry to programmes without an undergraduate degree is at the University's discretion.

Specific entry criteria can be found on the course pages of the University website: <http://www.brunel.ac.uk/study>

Research degrees:

Entry to postgraduate research programmes normally requires an undergraduate degree and, in some departments, also a post graduate qualification. Entry to programmes without a postgraduate qualification is at the University's discretion and dependent on the availability of appropriate supervisors. Please note that Doctoral Training Partnerships and externally funded studentships have different entry requirements and may require a master's degree in the relevant area.

Prior to applying, applicants should enquire whether the University has appropriate supervisors or research areas of interest to support their Research Proposal. To find out more about the Research degree application process, please visit this advice page:

<https://www.brunel.ac.uk/research/Research-degrees/How-to-apply>

If applicants are responding to an advertisement for a pre-defined research project being marketed by the University, they will need to provide a personal statement about their suitability.

In certain situations, applicants may have had informal contacts with members of staff and have discussed their ideas for their research degree prior to making a formal application. Any informal contacts are not a guarantee of an offer of a place at the University. Decisions to admit applicants are made by the relevant College on behalf of the University and communicated to the applicant via the Admissions Office.

For details of entry requirements and application specifications please refer to the University Course Finder <http://www.brunel.ac.uk/study> and Code of Practice for Research Degrees <http://www.brunel.ac.uk/about/quality-assurance/research>.

8. How to apply

Applications for full-time undergraduate programmes are normally submitted via UCAS. Detailed information on how and when to apply can be found at www.ucas.com or on the University website at: <https://www.brunel.ac.uk/study/applicants/undergraduate-courses-how-to-apply> Applications for undergraduate part-time programmes are submitted via the University's Online Application form which can be found on the individual course pages on the main website www.brunel.ac.uk/study.

Applications for Initial Teacher Training (PGCE) are submitted via [DfE Apply https://www.gov.uk/apply-for-teacher-training](https://www.gov.uk/apply-for-teacher-training). Detailed information on how and when to apply can be found on the University website at: <https://www.brunel.ac.uk/study/applicants/postgraduate-courses-how-to-apply/postgraduate-courses>

Applications for postgraduate taught programmes (except PGCE and MSc Social Work and MSc Physician Associate) are submitted via the University's Online Application form. Information on how and when to apply can be found on the University website at: <https://www.brunel.ac.uk/study/applicants/postgraduate-courses-how-to-apply>. Applications for MSc Social Work and MSc Physician Associate must be made through UCAS at www.ucas.com.

Applications for postgraduate research programmes are submitted via the University's Online Application form. Information on how and when to apply can be found on the University website at:

<https://www.brunel.ac.uk/research/Research-degrees/How-to-apply>

Applications to Pre-Sessional English and other English programmes delivered by the Brunel Language Centre are submitted via the University's Online Application Form. Information on how and when to apply can be found on the Brunel Language Centre webpage on:

<https://www.brunel.ac.uk/international/language-centre>

Applications to programmes delivered by Brunel Pathway College-BPC in collaboration with a third-party provider Navitas are submitted to BPC directly via the BPC webpages. This information is then

used by Navitas to create an application record in their admissions systems and is shared with Brunel, a record will then be added to the Brunel system. Detailed information on how and when to apply can be found at <https://pathway.brunel.ac.uk> Further information on how any personal information is used when applying to BPC can be found in our Privacy Notice.

Applicants who are current students at the University and wish to apply for a further programme of study at the University which is not an undergraduate degree, a Teacher Training (PGCE) degree, MSc Social Work or MSc Physician Associate, can apply through the Quick Application. The Quick Application form can be found on the students eVision account.

The University accepts undergraduate applications up to and including, the official UCAS January deadline (31st January for 2024 entry). Applicants are invited to apply for programmes beyond this date, up to and including, the final UCAS deadline of 30th June (after this date Clearing begins). Applicants wishing to apply after the January deadline should note that the quota for some courses is reached early in the academic cycle. Applicants are therefore advised to submit their applications to UCAS before the 31st January deadline.

The University accepts postgraduate applications on a first come first served basis, subject to interview in some cases. Applicants are advised to submit their applications as soon as they can, more information can be found here: <https://www.brunel.ac.uk/study/applicants/postgraduate-courses-how-to-apply/postgraduate-courses>. The dates on this page are indicative, however we urge applicants to apply early for their chosen course, as courses may close during the cycle if demand is high.

For courses in high demand, please note there may be application deadlines or additional acceptance/deposit deadlines imposed, which will normally be communicated to the applicant or agent during the cycle. Applicants are advised to accept their offer, pay their deposit early and meet outstanding offer conditions in order to secure their place on the course. Please refer to Section 7 of the Student Contract, which requires applicants to pay any course deposit fees when due. If the university is unable to accommodate applicants due to high demand, we may seek to defer applications to the next available entry point.

9. Decision making and offers

The University is committed to providing a professional admissions service to applicants. The University has a centralised Admissions Office with responsibility for all operational aspects of the process. Admissions decisions are made by the Admissions Office or appointed academic Admissions Tutors.

The Admissions Office is responsible for all communications with UCAS, including the transmission of admissions decisions. In special circumstances other members of the University staff may, from time to time, be appointed to make provisional offers on behalf of the Admissions Office. The offer will be formally communicated by Admissions in the form of an official offer email after full review of the formal application.

In assessing the academic suitability and potential of applicants, the following information is considered:

- Standard of awarded qualifications
- Predicted achievement in qualifications which are being studied
- Experiential or prior learning
- Personal or supporting statement
- References, for confirmation of academic potential and personal qualities.

In assessing the academic suitability and potential of applicants, staff of the University may also draw on a variety of additional methods including:

- Interview/audition
- Portfolio of work

- Research Statement (for postgraduate research applications)
- Contextual information (for undergraduate applications)

The University will consider applications and make decisions as quickly as possible. The time taken to respond will vary according to the type of application, the completeness of information provided and seasonal variations in the workload of the Admissions team. We would recommend applicants apply as early as possible in order to be considered for an offer of a place on a course. The fairness and consistency of offer making for each programme is managed by the Admissions Office under the direction of the Head of Admissions.

Some of the courses offered by the University use mandatory interviews or have other selection activities as part of the decision-making process. Various interview formats are in use e.g. individual or group related. Other selection activities may include a sample of writing, audition, portfolio or set tests. Reasonable notice and information will be provided in advance of interview dates. Where an applicant resides outside of the UK, consideration will be given to alternative arrangements including remote interview.

In cases where the University is unable to make an offer for an applicant's original choice of course, the applicant may be considered for an alternative or related programme at the University. Applicants may also be offered a place, where appropriate, on a foundation programme with the University's partner provider Brunel Pathway College (BPC) if they have not qualified for direct entry. More details on BPC admissions and how to apply can be found at: <https://pathway.brunel.ac.uk>

Applicants being considered for an offer of a place will normally be encouraged to visit the University, either as part of the selection process before a decision is reached, or after an offer has been made at an Applicant/Open day.

Successful applicants will receive an offer of entry from the University. The offer of entry will either be unconditional or conditional on the basis of qualifications or requirements yet to be completed. Applicants who are made conditional offers must meet all of the conditions listed before the start of the course. In the case of applications submitted through UCAS or DfE Apply, applicants must meet all of the conditions within the cycle in which they have applied (including applicants who have applied for deferred entry).

Academic conditions made in conditional offers can include specific grades in pending qualifications and English Language qualifications at specific grades. Non-academic conditions made in conditional offers can include provision of suitable references, health check and/or criminal convictions declarations or payment of deposits.

Applicants must meet all of their academic and non-academic conditions to be able to register with the University. Applicants who have met part of their academic conditions or narrowly missed their academic conditions may be considered, on a case by case basis, at the discretion of the Admissions Office and Academic Tutors. If an applicant does not meet the academic or non-academic conditions of offer, the student contract will be terminated and the offer of a place will be withdrawn. Confirmation of the decision will be updated on the eVision MyApplications portal and UCAS (if an applicant applied via UCAS).

Unconditional offers will only be made once an applicant has met all academic and non-academic conditions for entry to the course. If all conditions are met at the time of application an initial offer could be unconditional. Once all conditions are met from a conditional offer this will be converted to an unconditional offer.

When an applicant receives an offer they will also receive: instructions on how to reply to the offer, information on Scholarships and Bursaries, Accommodation and upcoming events such as Applicant/Open Days. Once an offer has been accepted and there are no conditions outstanding, information will be sent out detailing how to register on the programme close to the start of the programme.

We advise applicants to respond to their offer and meet their offer conditions as soon as possible. If conditions are met late in the cycle, there may not be enough time to register the applicant or make a

visa application, at this point, the Admissions Office may recommend an applicant defers their offer (if the course allows an offer deferral).

For courses in high demand, please note there may be application deadlines or additional acceptance/deposit deadlines imposed, which will be communicated to the applicant or agent during the cycle. Applicants are advised to accept their offer, pay their deposit early and meet outstanding offer conditions in order to secure their place on the course. Please refer to Section 7 of the Student Contract, which requires applicants to pay any course deposit fees when due. If the university is unable to accommodate applicants due to high demand, we may seek to defer applications to the next available entry point. Further information for Postgraduate Admissions can be found here: <https://www.brunel.ac.uk/study/applicants/postgraduate-courses-how-to-apply/postgraduate-courses>

Decisions for Online Learning courses will be processed by the Online Learning Admissions team. The team can be contacted directly here: study@online.brunel.ac.uk

Applications for MBBS will be assessed both against this Admissions Policy and the Medicine Admissions Policy, which is located on the Medicine course page: <https://www.brunel.ac.uk/study/undergraduate/Medicine-MBBS>

Please note, Brunel University London reserves the right to withdraw an offer or application if we have reason to believe that the individual may contravene Senate Regulation 6, point 19 and pose a potential threat to the safety, security, good order or reputation of the University, its members or members of the public.

Re-admission policy

Applicants who have previously studied within Brunel University London, but did not fully complete the course, will be reviewed on a case by case basis. All re-admissions decisions will be sent to the appropriate Admissions Tutor for review.

Applications will not be considered from previous students who have been 'Fail/Withdrawn' at an examination board, to another course leading to an award at the same level in a related subject area. Applications from Fail/Withdrawn applicants to a different department may be considered on a case by case basis by the Admissions team.

For applicants studying within BPC who fail to successfully progress onto their chosen Brunel pathway, it is the Admissions Tutors decision whether to allow the applicant to begin another course within BPC (providing there are no shared modules or visa restrictions).

Applications received from anyone who has previously been a student at the University and has had their registration terminated for academic and/ or non-academic disciplinary offences will be considered at the discretion of the Registrar.

Applicants who have been previous students at Brunel, will be unable to register on a new course until all previous debt has been cleared.

10. Requirements for International and EU applicants

Applicants for whom English is not a first language are required to hold a recognised qualification with the required minimum score for their chosen course. Further guidance and regulations on International and EU student entry requirements can be found on each course page on our website at <http://www.brunel.ac.uk/study> by using the International and EU entry requirements link.

Applicants to specific, professional programmes (e.g. Physiotherapy, Occupational Therapy, Physician Associate, Social Work, Medicine and Teaching) may be required to undertake a written assessment to demonstrate that an appropriate level of ability in English language has been achieved.

Brunel reserves the right to require applicants to apply to our courses via one of our trusted partners (i.e. Agents), in order to support Brunel's assessment processes for visa sponsorship and the

increased likelihood of a successful Student visa application. To locate your dedicated country manager or the representatives in your country, please visit this link:
<https://www.brunel.ac.uk/international/yourcountry>

Student Visa requirements and the issue of a Confirmation of Acceptance for Studies (CAS)

Applicants who require a Student Visa to study in the UK must also meet all of the Home Office requirements to be able to make a valid visa application before the University will make an unconditional offer and issue a CAS. As part of the conditional offer, applicants will be asked to supply documents such as copies of passports, qualifications, visas and financial documents that relate to these requirements. Applicants may also be asked to provide information about their past immigration history and previous study in the UK (if applicable). Brunel University also reserves the right to undertake pre-CAS interview of applicants before deciding to issue a CAS.

The CAS will not be issued by the Admissions Office to applicants until all conditions of the offer have been met, and it has been determined that the applicant meets all of Brunel's requirements to be sponsored for a Student visa. This includes an assessment that the applicant will, to the best of our knowledge, be able to successfully apply for a Student visa and has a genuine intention to study at Brunel. It is the applicant's responsibility to request the CAS, if needed urgently. Further information can be found at: <https://www.brunel.ac.uk/international/visas-and-immigration>.

Please note that the University reserves the right to withhold the issuing of a CAS to any applicant who we have any reason to believe will not be in a position to make a successful Student Visa application and/or we have concerns about a student's credibility.

Instances where this may be applicable include, but are not restricted to, the following examples:

- There is insufficient time to make a Student Visa application prior to the latest start date for the course.
- The applicant does not have, or is unable to provide evidence that they have, sufficient funds to be able to make a successful Student Visa application.
- The applicant does not meet certain Home Office requirements to be successful in a Student visa application, such as academic progression and study cap regulations.
- The applicant is currently residing in the UK as an 'overstayer' (remaining in the UK beyond the expiry date of their visa).
- It is discovered that the applicant has either withheld or provided false information in their original application, for example in relation to their previous immigration history or application details.
- Concerns are raised in a pre-CAS interview that the applicant does not have a genuine intention to study at Brunel and/or would not be successful in a Student Visa application (where an interview may also take place).

Please note that the issuing of a CAS does not guarantee that the applicant will be successful in obtaining their Student Visa and Brunel University London will not accept any responsibility for Student Visa applications that are refused by the Home Office or loss of finances due to the unsuccessful visa application.

Tuition Fee Deposit process

Overseas fee-paying students applying for courses at Brunel University London are required to pay a deposit to secure their place at the University and prior to a Confirmation of Acceptance for Studies (CAS) being issued (if required). This deposit is counted as a payment towards the tuition fee. The deposit amount required will be listed in the offer email. Applicants are advised within their offer email to pay their deposit within 28 days to secure their place on the course. For any deposits paid after this date, places will be reviewed subject to course vacancies. For applicants applying via UCAS, we recommend you pay your deposit within 28 days of accepting your offer as your firm choice, to secure your place.

When overseas fee-paying students have met their Academic and English Language offer conditions they will receive an email requesting payment of the deposit as soon as possible. If the applicant's course fees

are paid by a sponsor, the applicant may be exempt from the tuition fee deposit payment. In such cases, Admissions will request proof of sponsorship, which should be provided in the form of a signed letter.

Applicants enrolling onto MBBS Medicine are required to pay a deposit prior to any unconditional offer being issued, a deposit payment deadline will be sent following an offer of a place on the course.

Introduction of 50% payment of tuition fees pre-CAS for students from countries not listed under the differential evidence requirement (from 2024/5 entry)

The UKVI/Home Office will only give overseas fee-paying students permission to enter the country, or extend their existing visa, if they can show that they have enough money to pay for their course and support themselves in the UK.

Some student visa applicants do not need to provide evidence of their finances when they are applying for entry clearance in their country of nationality or ordinary residence, or for leave to remain in the UK. However, they might be asked to provide this evidence before they get a decision on their application. The Home Office calls this the “differential evidence requirement”.

Find out if your country or territory is included by looking at section ST 22.1 under “Eligibility requirements for a student” on the [gov.uk](https://www.gov.uk) website: <https://www.gov.uk/guidance/immigration-rules/appendix-student>

In addition to the UKVI's financial requirements, applicants will need a Confirmation of Acceptance of Study (CAS) to make their student visa application and the University will normally want to see proof that applicants have the correct level of money needed for their student visa application in the correct format before issuing a CAS.

Applicants from a country listed under the ‘differential evidence requirement’ will be required to pay the deposit amount listed in the offer email before the CAS is issued in order to secure their place and 50% of the tuition fees for the first year before registration/enrolment.

Applicants from a country not listed under the ‘differential evidence requirement’ will be required to pay the deposit amount listed in the offer email to secure their place and 50% of the tuition fees for the first year before the CAS is issued.

Students enrolling onto an English language programme

Students enrolling onto an English language programme provided by the Brunel Language Centre are required to pay a deposit prior to any unconditional offer being issued. The deposit payment will be requested from overseas fee-paying students when they have met the Academic and English conditions of their offer. This request will be sent by email and will ask the payment to be made as soon as possible. Any students requiring a Confirmation of Acceptance of Studies (CAS) number to apply for a Student Visa will need to pay the deposit first and meet any other outstanding conditions, as these students need to receive unconditional offers before a CAS can be issued to them. For departments in high demand i.e. (but not limited to) Brunel Business School, Economics and Finance and Computer Science, applicants must pay their main degree programme deposit, in order to secure their place. Applicants must pay the deposit amount listed in the offer email, or the full course fees (if lower than the deposit amount).

Students enrolling onto an English language and a degree programme requiring a single CAS for the degree programme

For any students enrolling onto an English language programme followed by a degree programme at Brunel and who require a single CAS for the degree programme, a deposit will be required to receive

an unconditional offer for the English language programme. The student must meet the English language requirements to progress onto the main degree programme and to then receive an unconditional offer for the degree programme. For departments in high demand i.e. (but not limited to) Brunel Business School, Economics and Finance and Computer Science, applicants must pay their main degree programme deposit when requested, in order to secure their place.

Students enrolling onto an English language and a degree programme requiring a joint CAS to cover both programmes

For any students enrolling onto an English language programme followed by a degree programme at Brunel and who require a joint CAS to cover both programmes, a deposit will be required to receive an unconditional offer for the English language programme and a further deposit will be required for the degree programme (alternatively one payment may be made when the student wants to receive an unconditional offer for the English language programme). The deposit amounts will be listed in the offer emails. The deposits will be required, even though in most cases the student will not have yet met all the conditions of their degree programme. Both deposits are required for Brunel to issue a joint CAS, as the student is being allocated two places on Brunel programmes. This is viewed as sufficient collateral to secure two places prior to arriving at Brunel as well as being issued with a joint CAS.

Tuition Fee Deposit refund process

Although in the normal course of events the tuition fee deposits are non-refundable, there may be exceptional circumstances where a refund can be considered. These instances are listed below:

- The application for a Student Visa has been refused, and suitable evidence of this has been provided to Brunel University London, provided the refusal reason is not due to a fraudulent application or false representation.
- The applicant paid the deposit before meeting the Academic or English Language requirements of the course and has subsequently not met the conditions of offer.
- The applicant is attending a Brunel Language Centre course and fails to meet the progression requirements to the main degree programme
- The University withdraws or suspends the course to which the applicant has applied
- The applicant asks to cancel their application within the 14 day cooling off period after an offer has been accepted. Please note, if the applicant is made a late offer (post-teaching start date) and starts the course within the 14 day period, the Student Financial Policy (<https://students.brunel.ac.uk/support/student-financial-policy>) outlines the costs of withdrawing from the course
- Death of the applicant
- Death of an immediate family member (e.g. parent, sibling, child or spouse including relatives through marriage)
- If the applicant is seriously ill, prior to the start of the course, and suitable evidence of this has been provided to Brunel University London
- The applicant is unable to meet the requirements for Brunel University London to sponsor them on a Student Visa
- The student is prevented from completing registration before a given deadline due to a genuine delay with the visa application beyond normal service standards with UK Visas and Immigration (UKVI). Evidence must be provided such as the date of the visa application, any correspondence with UKVI and (if applicable) a copy of any student visa issued
- The applicant paid the deposit whilst Brunel was listed as the UCAS Insurance choice, and the applicant has subsequently met the conditions of their Firm choice requirements
- Serious family event, resulting in withdrawal of tuition fee sponsorship

In all of the above instances, we will require documentary evidence to support the refund request. Refund requests should be made in writing to admissions@brunel.ac.uk and will be assessed on a case by case basis. Requests for deposit refunds must be submitted no later than 30 days after the official start date of the course. Refunds will be made to the account from which the payment was originally made. Refunds are processed by the Student Finance team and can take 4-8 weeks to be refunded. If an applicant would like to defer their place to the next intake, the deposit will be held until that intake.

You should only pay your tuition fee deposit if you are certain you will join Brunel University London.

If an applicant requests a refund, the Admissions team will request evidence that the applicant has not travelled to the UK or 'used' their CAS, before a refund request will be reviewed. If a student enters the UK with a Student visa sponsored by Brunel, but fails to register/enrol, a refund may only be considered upon receiving evidence the student has left the UK.

The university will not process a refund in the below instances:

- The University will not process a refund if it determines that an applicant/student has made a fraudulent application to gain entry to Brunel University London. This would include (but is not limited to) the use of fraudulent qualification documents and/or the use of false information in the application form.
- The University will not process a refund to an applicant/student whose Student visa application is refused on the grounds of 'false representation'. This includes using false information or documentation in a visa application, or failing to disclose relevant facts requested in the visa application form
- The University will not process a refund if the applicant is stopped by the UK Border Force and is refused entry to the UK because of concerns they do not have a 'genuine' intention to study in the UK and/or it has subsequently been discovered that 'false representation' was used to obtain the Student visa (see above)
- For students from countries not listed under the differential evidence requirement section above, the University will not process a refund of 50% fees for any withdrawal after the CAS has been issued, up until end of term one.

Financial Sanctions

All payments made to Brunel University London must be compliant with International Sanction laws. It is your responsibility to ensure that you are not breaching any of these laws when making payments to us. As part of the Admissions process, applicants will be required to complete a questionnaire to determine the source of funding. A sanction is a restrictive measure which is put in place to comply with UN and other international obligations, to support foreign policy and national security objectives as well as maintaining international peace. Sanctions can include a variety of restrictive measures. The list of countries affected by sanctions changes regularly. More information can be found on this page: <https://www.brunel.ac.uk/international/fees-and-funding/making-a-payment>

If you are found to have broken any of these regulations, the university will take action which could include withdrawal of an offer of a place, or de-registration from the course if suitable and compliant payments cannot be made.

11. Admission with credit and transferring

The University operates processes in relation to the accreditation of prior (experiential or certified) learning, which are aligned to sector practice. Career experience, or credits accumulated from a programme at another educational organisation may, where appropriate, be counted towards a degree programme at Brunel. In these cases, credits may be counted which can be used to gain advanced entry or exemption from specific modules. Applicants seeking to transfer credits should contact Admissions for advice.

Transferring takes place where an applicant who is already studying at another University wishes to leave that institution and come to Brunel to join a programme. A transfer can take place very shortly after they start, or even after one year at another University. The University's policy on transferring, including students transferring out of Brunel and between Brunel programmes, can be found at: <https://www.brunel.ac.uk/about/admissions/transfer-policy>

12. Confirmation of results

The confirmation of unconditional offers occurs when examination results are received by the Admissions Team. The process involves the comparison of achieved results against the original offer made by the University. If academic conditions and any non-academic conditions are met the University is able to 'confirm' places to applicants.

Once offers are confirmed, applicants' offer status will move from CF (conditional firm), to UF (unconditional firm). Applicants who applied through UCAS will be able to view this on their UCAS account and also their eVision MyApplications portal. Applicants who have applied directly to Brunel will be able to view this on their eVision account. It is the applicant's responsibility to track their application and follow up with the Admissions Office to convert their offer to Unconditional stage, once they have supplied their evidence of meeting the offer conditions in good time ahead of the registration period. We recommend applicants meeting their offer conditions at least 2 months ahead of the registration period (or by an individual deadline stated by the Admissions team), in order to assure that registration can be completed on time.

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 are also considered. Please see section 14 for further information regarding Extenuating Circumstances.

Applicants who apply to Brunel (including via Clearing), should be aware that we will verify examination grades through various sources, including (but not limited to): direct verification with the School/College/University, various online verification portals (e.g. LRS) and the applicant's referee. Any applicants that are found to have provided fraudulent documents will be reported to the UCAS Verification Team and other relevant outlets (e.g. English Language provider, previous School/College/university etc. and in some cases may be referred to the Police).

13. Clearing

Clearing occurs from early July to the end of September and is the period during which universities advertise any vacancies they still have available on specific undergraduate courses. Applicants who have not had their offers of a place confirmed or are not holding offers at any university are eligible to apply through the Clearing process.

When seeking a place via this route, applicants should note that they will only have the opportunity to apply to a selection of named courses for places on a first-come, first-served basis. Applicants should call Brunel, when they have their results, to enquire about a place in Clearing. Applicants may also apply by complete a form on the Clearing webpage: www.brunel.ac.uk/clearing

If an applicant meets the entry requirements for the course they will be sent a provisional offer email, which they must 'accept' (by adding Brunel University London as a Clearing choice on their UCAS account) within a 24-hour deadline upon receipt of the email. Any applications accepted after the 24-hour deadline will be considered on a case-by-case basis, but we cannot guarantee that these offers will be confirmed.

Once the application has been referred to Brunel via UCAS, the Admissions team will check and confirm that the applicant has met the entry criteria for the course they applied to and that the applicant referred themselves within the 24-hour deadline. If this has been confirmed, the Admissions team will then process the Unconditional offer which applicants will be able to view on their UCAS Account.

Applicants for both MSc Social Work and MSc Physician Associate, must apply via UCAS Clearing (if there are vacancies on these courses).

Further help and guidance regarding the Clearing process, can be found here: www.brunel.ac.uk/clearing

Vacancies will be advertised on the University website www.brunel.ac.uk/clearing as well as the UCAS website: www.ucas.com/clearing.

14. Extenuating circumstances

Extenuating circumstances which may affect an applicant's examination attainment may include (but are not limited to) illness, bereavement or adverse family circumstances. If an applicant believes they have extenuating circumstances, which have or may result in lower attainment in examinations or prevent them from meeting the academic conditions of their offer, they should complete this Extenuating circumstances form: <https://forms.office.com/e/KKtH5GgjGt>

Any further supporting evidence should be sent to admissionsappeals@brunel.ac.uk where they will be received and handled confidentially.

Letters of explanation should, where relevant, be accompanied by evidence from an appropriate person, qualified and able, to confirm the extenuating circumstances, e.g. doctor or teacher.

Letters explaining extenuating circumstances will be reviewed by the Admissions Managers alongside an applicant's examination results and may be considered when making confirmation decisions. Submission of extenuating circumstances does not guarantee admission.

If an applicant would like to appeal the decision made, they should follow the relevant appeals process, (Section 23 of this Policy).

15. Fee status assessment

In order to assess whether an applicant should pay 'Home' or 'Overseas' fees, information will be assessed from the original application. Where required, a fee status questionnaire may be sent to the applicant to complete. Fee status assessments will only be undertaken once an application has been submitted. Assessments are made based on immigration and residency criteria as set by the UK Government. As fee status is determined by immigration and residency criteria it is possible for applicants who do not require a visa to study in the UK to be classed as 'overseas' for the purposes of fees.

Fee status assessments are undertaken by the Admissions Team, prior to an offer being made. Appeals to fee status decisions are directed to an Admissions Manager, who will review any additional information provided within the appeal.

Failure to return the form or to provide additional requested evidence within the deadline provided will mean the Admissions Team will have to make an assessment based solely on the information available and may be assessed as overseas for fees purposes. If an applicant would like to appeal this decision, the applicant should complete the Fee Status Questionnaire or provide the relevant documents that were originally requested.

If an applicant neglects to include any requested or relevant information or provides false or misleading information or documentation, whether before or after the outcome of their fee status assessment, Brunel University London reserves the right to amend an applicant's fee status after the formal offer has been made.

Gaining Indefinite Leave to Remain (ILR), and/or acquiring three years' ordinary residence in the UK, part-way through a course will not of itself change an applicant's fee status; this will include students progressing from BPC. The circumstances where a fee status can change during time at the University are documented on the UKCISA website www.ukcisa.org.uk. Please note, students are not permitted to withdraw and re-join courses within Brunel to obtain a new fee status assessment.

16. Deferred applications

Apart from PGCE and professional Clinical Science courses, applicants who are offered a place to study at Brunel are able to defer entry for one year.

UCAS applicants who are deferring their offer must meet all of the Academic and English conditions of their offer by the end of the application cycle in which they apply.

If an applicant wishes to change their entry year, either to defer their entry or to request to attend a year earlier, this request must be made in writing by email to the Admissions Office who will take course availability into account.

17. Admission of students under 18 years of age

The University welcomes applications from people of all ages. However, we have a duty of care towards all our students, employees and visitors and in the case of students joining before their 18th birthday, this duty may be enhanced as these students are regarded as children under English law.

The University is committed to ensuring that it has arrangements in place, across the breadth of its activities, which safeguard and promote the welfare of children and vulnerable adults whether or not they are registered students at the University. For the University's Policy and Guidance on Safeguarding Children and Vulnerable People please visit:

<https://students.brunel.ac.uk/documents/Policies/Updated-Safeguarding-Children-and-Vulnerable-People-Policy-2-8-22.pdf>

It is important that individuals under the age of 18 and their parents/ guardians understand that the University community and campus is predominantly an adult environment. The University does not take on the rights and responsibilities of parents/guardians in relation to under 18s.

Please note, applicants to the MBBS Medicine course must be over the age of 18 at course start date.

Where an applicant is under the age of 18, the University will require the applicant's parent/guardian to sign the University's Consent Form (<https://www.brunel.ac.uk/study/admissions/how-to-apply-for-undergraduate-courses/applicants-who-are-under-18>) and return it to the Admissions Office as confirmation that they, the parent/guardian, have read and understood the nature of the obligations which the University owes to its students under the age of 18 and the extent of the services and facilities available to them. No applicant under the age of 18 will be admitted by the University unless and until the Acknowledgment Form has been signed and returned to the Admissions Office.

Where the parents/guardians of a student under the age of 18 are not resident in the UK the University requires a UK-based guardian for the student to be appointed and the guardian's details provided in writing to the University as a condition of admission.

If an applicant is unable to provide details of a named guardian who is resident in the UK, Brunel University London will appoint the Student Support and Welfare Manager (or nominee) to act as a UK Guardian.

The Student Support and Welfare Manager (or nominee) will contact any students under the age of 18 to make further arrangements and to gain consent to share information where necessary.

Enrolled students under the age of 18 must attend a meeting with the Student Support and Welfare Manager (or nominee) on a monthly basis until the student turns 18 years old or until they are no longer enrolled at Brunel University London (whichever comes first).

The University may allocate accommodation on campus to students aged 16 or 17 subject to availability and to the University's normal arrangements for the provision of accommodation. However, students under the age of 18 are unable to enter into licence agreements with the University. The University will require a parent or guardian or other responsible person over the age of 18 to act as guarantor and to sign/accept the licence agreement. Please view the Accommodation Under 18's policy at: <http://www.brunel.ac.uk/life/accommodation/residence-regulations>

The University must comply with regulations set by the UK Visas and Immigration <https://www.gov.uk/government/publications/student-sponsor-guidance> Such parents or guardians must ensure suitable care arrangements are in place for a child under the age of 18 who will study in the UK and be sponsored by the University under its Student Visa licence.

These include arrangements for the students’:

- Travel
- Reception when they arrive in the UK
- Living arrangements while in the UK

When a student aged 16 or 17 applies for a Student Visa, they must have their parents’ or legal guardian’s permission both to travel to the UK and to live independently.

If an applicant completes the Under 18 consent form, and is undertaking a Pre-sessional English course or foundation with Brunel Pathway College, no additional Under 18 acknowledgement forms will be required on progression to Brunel University London.

18. Fraudulent Applications and Plagiarism

It is the applicant’s responsibility to provide the University with fully accurate, complete and true information in the application and admissions process. It is also the applicant’s responsibility to provide additional information when requested to do so.

The University will investigate any applicant suspected of including false, plagiarised, incomplete or fraudulent information as part of the application and admission process. The University may request additional information in order to fully assess the application. In the event that the University finds evidence that the applicant has submitted fraudulent, inaccurate, incomplete, false or misleading information the University may withdraw or cancel the application or any offer at any point in the Admissions cycle. This will include withdrawing registration if an applicant has been admitted onto a programme and registered as a student. Any withdrawals will be assessed against the Student Financial Policy: <https://students.brunel.ac.uk/support/student-financial-policy> by the Student Records team regarding any costs that have been incurred. Withholding information about prior study will also be regarded as misleading.

The UCAS Verification team will be notified by the University if any part of the application is found to be fraudulent or misleading, to avoid anyone benefitting from an unfair advantage and securing a place by deception.

For personal statement plagiarism, UCAS will notify the University if an application has been highlighted under the Similarity Detection Service, for applicants applying through UCAS. Their application will continue to be assessed by the University under the standard selection process; however, if an offer can be made, the applicant will be advised of the serious nature of plagiarism and a note will remain on the applicant’s university record.

For BrunELT exam academic misconduct, the Brunel Language Centre will investigate the applicant and inform the Admissions Office of the outcome. In the event that the University finds evidence that the applicant has submitted fraudulent, inaccurate, incomplete, false or misleading information the University may withdraw or cancel the application or any offer at any point in the Admissions cycle.

Applicants who incorrectly assign themselves to a trusted agent, where the agent confirms the applicant should not be assigned with them, will be classed as providing false information.

Any subsequent applications from applicants previously found to be fraudulent, false or include misleading information will be reviewed on a case by case basis. The University reserves the right to reject the subsequent application.

19. Criminal offences for applicants to professional courses

The University will consider applicants with ‘relevant’ criminal records if they are applying to one of Brunel’s professional areas of study (Teaching, Social Work, Physiotherapy, Occupational Therapy, Medicine, Nursing, Art Psychotherapy and Physician Associate courses). Admission will depend on the nature of the course applied for and the circumstances of the offence.

Having a criminal record will not necessarily prevent an applicant from studying at the University. However, in managing its student community, the University is mindful of its legal obligations (including its duty of care) to students and to staff and, in appropriate circumstances, to the wider community. The University therefore must take reasonable steps to identify and manage any risks which may arise and requires individuals to declare prior to offer, as a condition of regulation, at re-enrolment and on a continuing basis certain criminal convictions and related information.

Failure to declare an offence, which occurred before or during the admissions process could result in an offer being withdrawn. Additionally, applicants applying to Teaching will undertake prohibition, childcare disqualification and a Department for Education children's barred list check (previously known as List 99).

For the purpose of this policy a 'relevant' criminal conviction is defined as convictions, cautions, admonitions, reprimands, final warnings, bind over orders or similar involving one or more of the following:

- Any kind of violence including (but not limited to) threatening behaviour, offences concerning the intention to harm or offences which resulted in actual bodily harm.
- Offences listed in the Sex Offences Act 2003.
- The unlawful supply of controlled drugs or substances.
- Offences involving firearms or other weapons.
- Offences involving arson.
- Offences listed in the Terrorism Act 2006.
- Offences involving dishonesty

Information on whether an offence is 'relevant' can also be found by visiting the Disclosure and Barring Service website, guidance for applicants can be found on the University Criminal Conviction Disclaimer.

The University will consider convictions and other criminal related information disclosed on a case by case basis. The process that the University will use to consider such information will depend on the nature of the information disclosed and the time at which it is disclosed (e.g. before or after admission). For example:

- Information disclosed as part of the admissions process will normally be considered and determined in accordance with the University's criminal conviction processes as outlined below.
- Information disclosed at registration, on re-enrolment or on an on-going basis will normally be considered and determined in accordance with the University's disciplinary processes or Professional Suitability processes.

Whilst the University will consider each matter on a case-by-case basis, the following aspects are examples of the type of issue that the University may consider as relevant to consider as part of its consideration and determination:

- the nature and circumstances of the offence or alleged criminal activity
- the date of the commission of the offence or alleged criminal activity
- any penalty imposed
- whether the criminal or alleged criminal activity was a one-off incident or repeated
- the age of the individual at the relevant time
- whether the individual has engaged in any subsequent offending or alleged criminal activity and (if so) of what nature
- whether there is a likelihood of repeat offending
- the individual's current circumstances
- the particular environment(s) that the individual would be placed in if s/he were to take up a place on a course (e.g. whether s/he would undertake placements) or take up a place in University accommodation.

The University will treat all information disclosed under this Policy with respect and in accordance with its legal obligations for the fair and lawful processing of information.

All applicants on professional courses are required to complete a Criminal Convictions Disclaimer before an offer of a place can be made. If an applicant declares a criminal offence as part of this process the criminal conviction information will be held securely in the University portal eVision, until the Admissions Office consider the course application and whether an offer of a place can be made. If an offer will not be made, the University will delete any information from the central record declared in line with the University retention policy and in accordance with data protection legislation.

If an offer can be made and the offence is 'relevant', further information will be requested from the applicant and their application will be put on hold until the matter has been assessed. The University may seek to involve third parties such as probation officers, medical practitioners, professional bodies and character referees. Applicants may also be asked to provide a character reference.

The information will be passed to the Head of the Department Criminal Convictions Panel to make a decision on whether the applicant can be offered a place. If no decision can be made by the Head e.g. because of the seriousness or quantity of the offences, the information will be considered by a Criminal Convictions Panel, made up of nominated senior members of Brunel staff. The decision of the panel is final and no appeal can be made. Depending on the course applied for national or governmental professional policy guidelines may be considered, where relevant. Information regarding offences (data) will be anonymised at panel stage and shared only with relevant senior members of the panel.

Applicants on professional courses are required to complete a mandatory Enhanced Disclosure and Barring Service (DBS) check in addition to the completion of the Criminal Conviction Disclaimer process, as described above. In these cases, it is essential that the DBS is clear of offences, or if an offence is present it must have been declared and the applicant cleared for entry onto a professional course by the Department Criminal Convictions Panel. Failure to provide information relating to an offence when asked will result in an offer being withdrawn or, in cases where a student has registered, the termination of their studies.

Should a student commit an offence whilst registered on a course, this must be declared to the University. Failure to do so may result in the withdrawal of that student's registration at the University. For further guidance applicants should refer to the Student Handbook.

The University may amend or withdraw an offer of a place, terminate a student's registration and/or withdraw services or facilities (such as placements or accommodation) at any time if it determines that an applicant or student has made any misleading, false or fraudulent declaration or statement to the University, or has failed to disclose (or to disclose at the appropriate time) relevant information to the University. Where the student is registered on a professional course, it may also be necessary for the matter to be referred to the relevant professional or regulatory body or bodies.

Policy for applicants applying from prison (serving a sentence)

Serving prisoners are asked to forward their applications via the prison authorities irrespective of who acts as their academic referee. Prison authorities are expected to indicate the suitability of the applicant to undertake a course of study and whether the applicant would be available to commence a course if an offer was made and accepted (this could be provided as a reference sent as part of the application). The prison address must be given as the postal address on the form.

20. Health requirements (Occupational Health Assessment)

If you are applying to one of our professional programmes (Teaching, Social Work, Physiotherapy, Occupational Therapy, Medicine, Nursing, Art Psychotherapy and Physician Associate courses) you will be required to disclose certain information about your health conditions or any disabilities that could be relevant to your proposed course. After you have completed the health assessment, the occupational health service will review your submission and contact you if further assessment or investigation is required.

For some courses you will also have to produce evidence of immunisation against certain diseases in order to take up your place and/or continue with your studies. Our offer letter will outline initial information and follow up instructions will be sent to you prior to registration. Further information about these health requirements apply can be found here:

<https://www.brunel.ac.uk/study/admissions/professional-course-requirements/Medical-Questionnaire-Declaration-of-Health>

The University will consider whether the information resulting from any disclosure, health checks and/or immunisation history is compatible with you taking up your place or continuing on your programme or placement.

21. Registration

How to register

Applicants are required to complete their Registration online through eVision in good time ahead of the start of the course. Information on how to register can be found here:

<https://students.brunel.ac.uk/welcome/important-steps-before-you-arrive>

In accordance to Senate Regulation 3, 'Students will not normally be permitted to register at the same time for more than one programme of study and assessment leading to an award offered under this Regulation'. If a current student is applying to another course at Brunel, Admissions must receive confirmation that all taught/examined elements of the course have been completed, and confirmation that the dissertation has been submitted, before the applicant can enrol onto their new course.

Documentation

All applicants are required to provide relevant documentation as part of the Registration process. This will include a form of ID, i.e. passport. All applicants are required to provide a scan of their passport in order for the university to fully assess identity and fee status. If a passport cannot be obtained in time, applicants are required to notify Admissions to discuss what alternative forms of identification may be accepted.

Applicants are also required to upload scans of the qualifications they were admitted with (for some programmes, this may include GCSE certificates). Full details of the Registration process can be found at: <https://students.brunel.ac.uk/welcome/important-steps-before-you-arrive/step-1>

Please note, some courses (e.g. PGCE) may require applicants to bring their original certificates (including GCSE's) to register.

For awareness, postgraduate researchers that are funded by United Kingdom Research and Innovation (UKRI) for PhD study must enrol by no later than the 21st of September of each academic year. This is to ensure that they are paid in advance. All other funded postgraduate researchers are paid in arrears.

Late Registration

It is the applicant's responsibility to ensure that they have registered in good time, ahead of the start of the course. If an applicant cannot join their course on the Registration Date (indicated in the offer email), this will be classed as late registration. Late registration will not normally be permitted after the second week of any academic year for admission in that cycle.

All decisions for admitting applicants after the second week will be reviewed by the appropriate Admissions Tutor in conjunction with the Head of Admissions. The decision of the Head of Admissions is final.

22. Feedback

All unsuccessful applicants will be given a reason why they were unsuccessful when the decision is made, either through the UCAS system or directly from the University. Unsuccessful applicants have the opportunity to receive more detailed feedback on request. Feedback can be requested by email by contacting the Admissions Office within 10 working days of the unsuccessful decision.

For feedback on unsuccessful decisions for Online Learning courses, please contact: study@online.brunel.ac.uk

Written feedback will be provided by the Admissions Office, normally within 10 working days. If applicants believe that they have grounds for a formal review of the admissions decision, they should consult the Appeals or Complaints procedure referred to in sections 23 and 25 below.

If the applicant is not satisfied with the outcome of the University Scholarship and Bursary allocation and wishes to appeal, they should request feedback to seek why a scholarship or bursary was not awarded. All requests should be made by email to the Scholarships Team scholarships@brunel.ac.uk

Written feedback will be provided by the Scholarships Team, normally within 10 working days. If students believe that they have grounds for a formal review of the scholarship or bursary decision, they should consult the Appeals procedure referred to in sections 24 below.

23. Appeals against admissions decisions

An appeal can be made by applicants who believe they meet the grounds for appeal to permit a second review of their application. There will be no discrimination or prejudice against any applicant who makes an appeal. The University will only accept appeals from the applicant directly and not from any third party representative such as parents, agents or school representatives unless the University assess that such representation is a “reasonable adjustment” for the purposes of the Equality Act 2010.

The University will seek to ensure that all appeals are dealt with promptly, with fairness and consistency. If an appeal is upheld, the University will take such action or provide such remedy as may be appropriate and will do so promptly. If an appeal is not upheld, the reasons for the decision will be communicated to the applicant.

In the first instance, applicants who wish to appeal a decision should follow the feedback process (section 22) to request information from the Admissions team as to why an application was unsuccessful.

If the applicant is not satisfied with the outcome from the Admissions Office they must complete this Appeal form: <https://forms.office.com/e/KKtH5GgjGt> stating the grounds on which the appeal is being made. Any further supporting evidence should be sent to admissionsappeals@brunel.ac.uk where they will be received and handled confidentially.

The appeal should normally be made within 10 working days of receipt of the feedback given by the Admissions Office (noted in section 22).

Applicants can use the following grounds for appeal against an admissions decision:

- Procedural irregularity- where an applicant believes that the University has not followed the procedures stated within the Admissions Policy and that there is reasonable doubt as to whether the outcome might have been different had the error not occurred.
- New material information- where an applicant can provide new information to support their application which was not available at the point when the application decision was made.
- Extenuating circumstances- which had not been known at the time when the decision was made.

All appeals will be considered on their individual merit, however, if an appeal is based on the grounds below it will not be considered:

- Academic judgment
- Retrospective reporting of extenuating circumstances (which would have been known at the point of application)
- Failure by the applicant to attain the entry qualifications as stated in the conditions of offer

The appeal will be investigated in consultation with the relevant Admissions Tutors / administrators. A written decision will be given by the Admissions Manager, normally within 10 working days of an appeal being made. If it proves impracticable to respond fully within ten working days, the applicant will be informed of a realistic timescale in which to expect a response.

If the applicant is dissatisfied with the response received from the Admissions Manager, a written appeal should be made to the Head of Admissions within 10 days of the date of the written response. This should set out briefly: the nature of the appeal; the steps already taken; details of the response received; a statement as to why the applicant remains dissatisfied and, without prejudice to any formal remedy which might be determined, the remedy which is sought.

The Head of Admissions will investigate the appeal and may call together a Case Review Panel which will consider all the relevant facts. The applicant may submit any evidence or make a statement if they choose. Full minutes will be taken at the Panel and the applicant will receive the decision of the Panel within 10 working days of the meeting. The Case Review Panel's decision, supported by reasons, following completion of this process will be considered as final. If a Case Review Panel is not held, the decision from the Head of Admissions will be final.

For Online Learning applicants, the appeal should be directed to the Brunel Online Admissions team (for the attention of the Admissions Manager) study@online.brunel.ac.uk

24. Appeals against scholarship or bursary decisions

An appeal can be made by applicants who believe they meet the grounds for appeal to permit a second review of their eligibility for a scholarship or bursary. There will be no discrimination or prejudice against any student who makes an appeal. The University will only accept appeals from the student directly and not from any third-party representative such as parents, agents or school representatives unless the University assess that such representation is a "reasonable adjustment" for the purposes of the Equality Act 2010.

The University will seek to ensure that all appeals are dealt with promptly, with fairness and consistently. If an appeal is upheld, the University will take such action or provide such remedy as may be appropriate and will do so promptly. If an appeal is not upheld, the reasons for the decision will be communicated to the student. In the first instance, students who wish to appeal a decision should follow the feedback process (section 22) to request information from the Scholarships Team in Admissions (scholarships@brunel.ac.uk) as to why a scholarship or bursary was not awarded and to seek clarity on what eligibility criteria were not met.

If the student is not satisfied with the outcome from the Scholarships team they should submit an appeal by email to scholarships@brunel.ac.uk for the attention of the Scholarships Manager stating the grounds on which the appeal is being made. The appeal should normally be made within 10 working days of receipt of the feedback given by the Scholarships team (noted in section 22).

Students can use the following grounds for appeal regarding a scholarship/bursary application or eligibility:

- Procedural irregularity - where a student believes that the University has not followed the procedures stated within the relevant Scholarship or Bursary Terms and Conditions and that

there is reasonable doubt as to whether the outcome might have been different had the error not occurred

Appeals relating to Scholarship or Bursary allocation must be lodged within the student's first academic year at the University.

The appeal will be investigated in consultation with relevant departments involved in the allocation of scholarships and bursaries. A written decision will be given by the Scholarships Manager, normally within 10 working days of an appeal being made. If it proves impracticable to respond fully within ten working days, the student will be informed of a realistic timescale in which to expect a response.

If the student is dissatisfied with the response received from the Scholarships Manager, a written appeal should be made to the Deputy Head of Admissions within 10 days of the date of the written response. This should set out briefly: the nature of the appeal; the steps already taken; details of the response received; a statement as to why the student remains dissatisfied and, without prejudice to any formal remedy which might be determined, the remedy which is sought.

The Deputy Head of Admissions will investigate the appeal and may call together a Case Review Panel which will consider all the relevant facts. The student may submit any evidence or make a statement if they choose. Full minutes will be taken at the Panel and the student will receive the decision of the Panel within 10 working days of the meeting. The Case Review Panel's decision, supported by reasons, following completion of this process will be considered as final. If a Case Review Panel is not held, the decision from the Deputy Head of Admissions will be final.

25. Complaints regarding the Admissions service

A complaint is when an applicant is unhappy with the service received from the Admissions Office. There will be no discrimination or prejudice against any person who makes a complaint. The University will ensure that all complaints are treated seriously and dealt with promptly, with fairness and consistency. If a complaint is upheld, the University will take such action or provide such remedy as may be appropriate and will do so promptly. If a complaint is not upheld, the reasons for the decision will be communicated to the complainant.

The Head of Admissions will monitor formal complaints on an annual basis and will be responsible for implementing, or recommending to the Recruitment Strategy Sub-Committee, changes to systems or procedures suggested by the nature and pattern of the complaints received.

In the first instance, anyone with a complaint should raise it informally with the relevant member of staff in the Admissions Office or Department. If a complaint has not been resolved satisfactorily on an informal basis, the complainant should complete this Complaints form:

<https://forms.office.com/e/KKtH5GgjGt> outlining the nature and details of the complaint. Any further supporting evidence should be sent to admissionsappeals@brunel.ac.uk where they will be received and handled confidentially.

The complaint must be made within 10 working days of the actions (or lack of actions) that prompted the complaint. The complaint will be responded to, supported by reasons, within 10 working days of the complaint being submitted. If it proves impracticable to respond fully within 10 working days, the complainant will be informed of the timescale for the receipt of a full response.

26. Data protection

All personal information held by the University in relation to the admissions process will be handled in line with the Data Protection Act 2018 and the UK General Data Protection Regulation (as incorporated into UK law). The University's use of personal data in the admissions process is described in the Admissions Privacy Notice (link below).

The University will conduct its relationship directly with the student and not with his/her parents/guardians/agent/another third party. The University will not share information about students

with their parents/guardians (even where a student is under the age of 18) without a valid consent from the student or other lawful justification for disclosure. This means that the University is not able to give information to parents/guardians about a student's progress, results or any other personal circumstances in the absence of a valid consent or other lawful justification.

Applicants may ask to see any personal data held about them by Brunel University London. Requests must be put in writing to the University's Data Protection Officer at data-protection@brunel.ac.uk and must include details of the personal information and proof of identification. Requests may also be sent by post to:

Data Protection Officer
Brunel University London
Kingston Lane
UXBRIDGE
UB8 3PH

The University will reply within one month of the request and any necessary proof of ID being received.

The University's Data Protection Policy can be found at:
<https://www.brunel.ac.uk/about/administration/information-access/data-protection>

Further information on data protection can be found on the government website below:
<https://ico.org.uk/your-data-matters>

The Admissions Privacy Notice can be found here:
<https://www.brunel.ac.uk/about/admissions/admissions-privacy-policy>

27. Freedom of information

Written requests for information about the University, which is not the personal information of the applicant, may be made under the Freedom of Information Act 2000 to foirequests@brunel.ac.uk. For further information, refer to:
<https://www.brunel.ac.uk/about/administration/information-access/freedom-of-information>.

28. Monitoring

Brunel University London aims to regularly review and monitor its processes and practices with regards to Admissions. This ensures that it remains aware of changes in practice and policy within the sector and is able to provide adequate training for employees and give the best possible service to its applicants. The policy is normally reviewed and updated on an annual basis in the context of the access and participation plan. In accordance with our ongoing process to review and update our policies periodically, this may have been updated since the date of your application.

29. How to contact us

Email queries:

For pre-application queries- enquiries@brunel.ac.uk

For Post application queries- admissions@brunel.ac.uk

For registration or enrolment queries- registration@brunel.ac.uk

For DBS queries- dbs@brunel.ac.uk

For Scholarships or Bursary queries- scholarships@brunel.ac.uk

For Clearing queries (from July)- clearing@brunel.ac.uk

Postal address:

Admissions Office (Bishops Ground Floor),
Brunel University London,
Kingston Lane,

Uxbridge,
Middlesex
UB8 3PH

Telephone queries:

Tel: +44 (0)1895 265265