

Admissions Policy for the Admissions Cycle 2019/20

**This document should be read in conjunction with
the University's [General Academic Regulations](#)**

1. Scope

- 1.1 The Admissions Policy applies to the admission of undergraduate and postgraduate students to full time, part time, short time or distance learning courses at Newman University.

2. Purpose

- 2.1 This Policy sets out the University's aims for the recruitment and admission of students and applies to all level of study to all courses, except where stated otherwise.
- 2.2 This Policy is designed to conform to current best practice within the Higher Education sector, the Quality Assurance Agency's UK Quality Code for Higher Education ([QAA](#)) and the good practice guides previously published by Supporting Professionalism in Admissions ([SPA](#)).
- 2.3 This Policy reflects relevant equality and diversity, discrimination, data protection, freedom of information, consumer rights, human rights and immigration legislation and such documents and directives as may be issued by the Government and relevant statutory bodies such as the Office for Students ([OfS](#)) and the Research Councils.
- 2.4 This Policy reflects the procedures and requirements set by the clearing house University and Colleges Admissions Services ([UCAS](#)), those requirements of the external admission bodies (Department for Education – [DfE](#) and other professional bodies) and the Competition and Markets Authority ([CMA](#)) and the University's own strategic objectives.
- 2.5 This Policy is intended to provide guidance to University staff, applicants, parents, teachers and other interested parties on the procedures for admitting students to any of the courses provided by Newman University.

3. Policy Monitoring

- 3.1 This Policy has been considered and approved by the University Senate. This Policy is reviewed annually. Enquiries relating to this Policy should be addressed to admissions@newman.ac.uk.
- 3.2 All policies and guidelines outlined in this Policy will be reviewed annually, also.

4. Principles

- 4.1 Newman University has a long established reputation as a Catholic Higher Education provider with a commitment to inclusivity and widening participation. The University is committed to recruiting appropriate students and applicants are considered solely on the basis of their merits, abilities and potential, regardless of gender, ethnic origin, age, disability, religion, sexual orientation or any other irrelevant distinction.
- 4.2 The Admissions Policy and practices assist in meeting the strategic aims of the University and enhancing its position as a leading higher education institution. The University strives to admit only suitably qualified applicants who have the ability and potential to successfully complete the course of study to which entry is being sought.
- 4.3 For professional courses, the University additionally seeks to recruit applicants who have the potential to operate successfully within the relevant profession. Experienced practitioners are involved in the decision-making process, where appropriate.
- 4.4 However, the University reserves the right to exercise academic judgement and discretion when assessing an applicant. Any applicant who has previously been a student at the University and has been terminated (failed), expelled or compulsory withdrawn from a course may not be eligible to apply again for up to 3 years to any course at the University.
- 4.5 The University reserves the right to refuse (or to withdraw) admission to applicants and students who have yet to complete the enrolment process whom it judges may constitute a present or future risk to staff, students or others, or whose evidenced behaviour is such that they would be subject to Disciplinary Procedures under the [University's Regulations](#) if they had been enrolled.
- 4.6 Should it come to the University's attention during a course that a student is unable to engage with their academic studies due to English language capabilities, the University reserves the right to re-test the student. Should the student be unable to improve their English language skills to the standard required, the University reserves the right to withdraw the student from their course.

5. Entry Requirements

- 5.1 The University welcomes applications from students who can demonstrate that they are able to benefit from the course they have chosen to study and from the learning, research and social environment which the University provides.
- 5.2 The University is committed to the provision of accurate and appropriate pre-entry information and support to prospective students in order to ensure that they are enabled to make an informed decision whether to apply for a course.
- 5.3 The University aims to provide accurate and up-to-date information in all our publications, but – as the print prospectus is published more than 12 months before the beginning of a course – applicants should always refer

to the [University website \(www.newman.ac.uk\)](http://www.newman.ac.uk) for the most up-to-date admissions and course information.

- 5.4 Each undergraduate application is viewed holistically; assessing the merit, potential, motivation, skills and qualities of applicants by considering all information presented on the UCAS application:
- Minimum 5 GCSEs at grade C (*if the qualification was achieved by August 2016 or at minimum grade 4 if the GCSE qualification is achieved from 2017 onwards*) or above to include English or equivalent for entry to all undergraduate degrees and evidence of English proficiency from all applicants whose first language is not English. Some courses may require higher grades or other GCSEs, such as Mathematics and/or Science.
 - At least one satisfactory reference. The University reserves the right to specify the type of referee deemed suitable.
 - Relevant academic qualifications at an appropriate level as per course specific entry requirements (for example A Levels, Access Diploma, BTEC or NVQ at level 3, etc).
- Some courses have also non-academic entry requirements, such as Fitness to Practice, unspent and relevant criminal convictions - DBS clearance and Prohibition List Checks. For short courses, Foundation Degrees and Postgraduate courses detailed entry requirements are available from our website www.newman.ac.uk.
- 5.5 The University welcomes applications from those with previous academic credit or from those who have a significant work or life experience and who may not necessarily meet the published academic requirements for their chosen course.
- 5.6 The University accepts a wide range of country specific qualifications as translated to UK equivalent qualifications by [UK NARIC](http://www.naric.gov.uk). If an applicant is unable to find advice on the acceptability of their qualifications they should contact admissions@newman.ac.uk for further guidance, before applying.
- 5.7 Entry requirements are reviewed on an annual basis and are updated accordingly. The University ensures that the most up-to-date information is clearly displayed on the [University website](http://www.newman.ac.uk).

6. Course Information

- 6.1 In compliance with the Competition and Markets Authority (CMA) [guidance](#), the University is committed to providing accurate course information which is clear, comprehensive and easily accessible for enquirers and applicants.
- 6.2 Information about each of our courses can be found on the course pages on our website <http://www.newman.ac.uk/courses-by-subject>.
- 6.3 A Key Fact Sheet is provided, in a durable medium, with the offer of a place to study at the University.
- 6.4 Applicants should note the University's [Terms and Conditions](#) which provide the basis for any future contact with the University.

7. Applications, Routes and Deadlines

- 7.1 Applications for most undergraduate courses of study, PGCEs and School Direct courses must be made via [UCAS](#). An application fee is charged by UCAS which will vary depending on the number of courses being applied for.
- Applicants to undergraduate courses must submit their applications by 15th January in order to be guaranteed equal consideration for their chosen course.
 - Applications for postgraduate teacher education must be made through [UCAS Teacher Training \(UTT\)](#).
 - Applications for postgraduate courses and those undergraduate courses not applied to through UCAS must be made directly to the University using the online application form. Applicants are encouraged to apply as soon as possible as popular courses may close during the admissions cycle if sufficient suitable applications to fill all the available spaces have been received.
 - Applicants requiring a visa to study in the UK are strongly advised to apply as soon as possible and no later than mid-August in order to ensure that admissions processes are completed in sufficient time to allow for visa processing before the beginning of the academic year. Information regarding visa application can be obtained from <https://points.homeoffice.gov.uk/> and www.ukcisa.org.uk.
 - Applications for distance learning courses should be made using the online application form www.newman.ac.uk.
- 7.2 Each application is considered individually and holistically, based on information submitted on the application form. The criteria and procedures for selection are followed consistently and professionally by all University staff involved in the admissions process. However, academic discretion in considering all other available information underpins the selection process to ensure individual circumstances are taken into account and that it is fair across a range of experiences and expertise.
- 7.3 The University requires applicants to demonstrate that their ability to understand and to express themselves in English is sufficient to enable them to achieve the full benefit from studying at the University.
- 7.4 Certain courses may require applicants to attend an interview. Where an interview is required, this will be notified in information provided to potential applicants.
- 7.5 All applicants should receive an email acknowledgement from the University once their application has been received (normally within 1 to 5 days of receipt of application).
- 7.6 The University recognises the importance of keeping applicants informed and aims to provide effective updates at key points during the admission process.

8. Widening Participation and Contextual Data

- 8.1 As a Catholic institution, Newman University aims to provide high quality learning opportunities to students from the broadest possible range of backgrounds and from communities of people who have traditionally not

accessed higher education. The University sees widening participation as an integral part of its mission and ensures that its strategy is always proactive.

- 8.2 The University looks at strategic ways to improve the life chances of future generations of care leavers. In the case of part-time courses attracting mature students, this involves work and other relevant experience as a supplement or alternative to formal academic qualifications. All those who are capable of benefiting from higher education are encouraged to apply. Where appropriate, students are offered transitional support to assist them in reaching the standards required.
- 8.3 The University uses the contextual data provided by UCAS when considering individual full time undergraduate applications. A lower offer may be made for applicants who were in care for six months or longer or attended schools where under 40% of its pupils achieved GCSEs at grade A* - C (if these qualification were achieved before August 2016 or at 9 - 4 if the GCSE qualification were achieved from 2017 onwards).
- 8.4 Applicants will be required to demonstrate evidence of motivation, potential, knowledge and ability to study the course of their choice and the University must be satisfied that an applicant is capable of completing their chosen course – see **point 4, Principles**.
- 8.5 The University welcomes applications from migrants seeking sanctuary in the UK. It appreciates that, depending on the circumstances under which they had to leave their home, these applicants may not have access to some or all of their qualification certificates in order to substantiate their qualification history. Applications of this nature will be reviewed on an individual basis.

9. Part-time Studies

- 9.1 Part-time courses may be particularly suited to the needs of learners with family and/or work commitments. Our admissions procedures allow for a sympathetic consideration of non-traditional qualifications, work and/or life experience and credit may also be given for prior learning and certified work.
- 9.2 The University understands that some of our part-time learners have family and/or work commitments and as an institution we aim, within the normal constraints of timetabling, to make our timetable as family and/or work friendly as possible.
- 9.3 Please note, part-time students take their lectures with full-time students.

10. International Students

- 10.1 International applicants must ensure that they can comply with the requirements of the UK immigration legislation and control and in particular the Points Based System. Information is available from the [UK Council for International Students' Affairs \(UKCISA\)](#) and the [UK Visa and Immigration \(UKVI\)](#).
- 10.2 An adequate proficiency in English must be demonstrated. The requirement for admissions to:

- An undergraduate course is normally a minimum IELTS score of 6.0 with at least 5.5 in each individual component.
- A postgraduate course is normally a minimum IELTS score of 6.5 with at least 6.0 in each individual component.
- A research course is normally a minimum IELTS score of 7.0 with at least 6.5 in each individual component.

11. Applicants for Entry to Year Two or Three

- 11.1 The University may consider applications for entry to the second or third year of a degree course on an individual basis, subject to the University Accreditation/Recognition of Prior Learning (certified or experiential) Policy.
- 11.2 Applicants requesting entry to second or third year should have normally completed one or more years of study on a similar course at another institution.
- 11.3 Credit may be given for previous certified learning (RPcL) or experiential learning (RPeL). The applicant will be advised by the appropriate admissions staff on the nature of the evidence that will be required to support their claim for RPcL or RPeL.
- 11.4 The University must be satisfied that applicants have fulfilled the intended learning outcomes and attain the progression and assessment requirements of the relevant degree course by means other than attendance. Rigour must be exercised in complying with the University's requirements relating to the standards and currency of particular awards.
- 11.5 Credit shall not be given for more than two thirds of early stages of an undergraduate course or half of a master course of study.
- 11.6 Erasmus, exchange or 'Associate' students do not require accreditation of prior learning.
- 11.7 Students from our partner institutions can study at Newman for one semester or a full academic year under the Erasmus course, and for a semester only for some partners outside of Europe on a fee waiver basis. They must be nominated by their home University for this option. If their home institution is not a partner that the University has an agreement with, they can still study here as an exchange student and pay their fees on a pro-rata basis.
- 11.8 Students attending as part of an Erasmus or exchange course or on secondment are expected to have their competence in English verified by their home institution.
- Note:** The term 'Associate Student' is applied to any person registered to take a single module or suite of modules without those forming part of a course towards a named or unnamed Newman University award.

12. Mitigating Circumstances

- 12.1 It is the applicant's responsibility to inform the University of any mitigating circumstances that may lead, or have led to, academic performance that is not truly indicative of their true potential. Mitigating circumstances should be brought to the attention to the Assessments and Graduation team.

- 12.2 Mitigating circumstances may include the absence of a subject teacher for a significant period of time, medical issues or a serious personal/family issue that have had a serious and demonstrable impact on the applicant's ability to complete particular qualifications or to achieve the grades of which they were academically capable.
- 12.3 The University will assess all applications on an individual basis and where evidence of the impact of these circumstances is provided in the academic reference or in a separate letter from a teacher, career advisor, medical practitioner, other relevant professional or professional body, this may be taken into account as part of the decision making process.
- 12.4 It must be evident that the applicant is capable of completing the chosen course with a good final classification and the University decision in these cases remain final – see **point 4, Principles**.

13. Applicants with Disabilities or a Long Term Health Condition

- 13.1 We welcome applications from students with disabilities and aim to enable them to make the most of their time at University. The University encourages applicants with a disability or long term health condition to disclose information about their condition as early as possible in the application process to ensure that necessary support arrangements can be put in place during the admissions cycle and before they arrive at the University.
- 13.2 The University is unable to accept responsibility for any delays in providing student support and reasonable adjustment if an applicant does not disclose this information at the point of application.
- 13.3 In some instances, applicants/students may be advised that they are unable to participate on their course if they have not disclosed their disability or long term health condition and if the University is at the point at which consideration for adjustment is not practical.
- 13.4 Information on disability, dyslexia and learning support can be found on the [Disability and Dyslexia Support](#) pages on our website. The Inclusion Officer is happy to provide advice and guidance to all prospectus applicants prior to submission of their application.
- 13.5 Individually tailored support will be arranged for Open Days, Interview Days or Applicant Visit Days where prior notice is received and where adjustment is available and practical.
- 13.6 There may be exceptional circumstances where an individual may be unable to undertake a course due to a physical, mental or specific learning difficulty. These situations will be assessed on an individual basis and, where possible, all reasonable adjustments will be made by the University.

14. Duty to Disclose Relevant and Unspent Criminal Convictions

- 14.1 The University has a responsibility to its students, staff and visitors to provide a safe community. In accordance with this responsibility it reserves the right to deny admission to applicants whose prior (unspent) criminal conviction(s) suggest that they might pose a danger to the community.

- 14.2 in line with the University's responsibilities applicants are required to declare information in relation to any unspent conviction(s) in line with guidance from Unlock (www.unlock.org.uk) and the University may, in assessing risk review the relevant information provided and reserves the right to reject applications from potential students, (Please also see the accommodation contracts and T&Cs).
- 14.3 Applicants should declare any unspent and relevant criminal convictions at the point of application to the University. Any other unusual circumstances e.g. dismissal from previous employment or expulsion from a Higher Education Institution must be declared.
- 14.4 All institutions which offer programmes of study requiring students to work with children or with adults in vulnerable situations must ensure that such students provide a satisfactory Disclosures and Barring Service (DBS) enhanced disclosure before being permitted to commence such a programme of study.
- 14.5 If an applicant is deemed to be unsuitable, the University can reject their application and this decision is final.
- 14.6 Applicants who do not declare a criminal conviction and are admitted without the required investigation procedure may have their enrolment rescinded and/or be subject to our [University Disciplinary Procedure](#). This decision is final. If the student has completed their course before a criminal conviction is discovered the University has the right to revoke the award and notify the appropriate bodies.

15. Similarity Detection and Fraud

- 15.1 As part of the UCAS application process, all personal statements are passed through similarity detection software to check for similarities to statements submitted by other applicants or statements available online or in other guidance material. The University takes plagiarism extremely seriously and applicants who fail to provide a satisfactory replacement statement by the given deadline may be sent an unsuccessful decision.
- 15.2 The University abides by UCAS rules and procedures concerning fraudulent applications. Should an applicant falsely declare their qualifications or any other part of their application when they apply, including the omission of information relating to qualifications studied, whether or not these were completed, or using fraudulent certificates or evidence, the University reserves the right to cancel or withdraw any offers made on the basis of this application.
- 15.3 The University reserves the right to cancel an application or withdraw any offer if it is found that an application contains false, plagiarised or misleading information.
- 15.4 If a student has enrolled before a false declaration is discovered the University reserves the right to terminate the student's studies.
- 15.5 If the student has completed the course before the false declaration is discovered the University has the right to revoke the award and notify the appropriate bodies.

16. Assessment and Selection

- 16.1 Each application is considered on an individual basis against the assessment criteria for each course. The University endeavours to ensure that its entrance requirements are clear, flexible and relevant to courses and that applicants are provided with the appropriate information. These criteria are set at the beginning of each admissions cycle and normally are not amended once the offer making process has started.
- 16.2 Assessment is based on the information provided by the applicant on the application form.
- 16.3 Some courses require an interview and/or test as part of the selection process. This information is published on the individual course webpage and it will be provided to these applicants if they are shortlisted for this form of additional assessment.
- 16.4 Individual applicants to other courses may also be invited to attend an interview if their application is based on significant work or life experience or if they have a combination of non-standard qualifications.
- 16.5 Each stage of the interview process will be conducted in line with the [Equality and Diversity Policy](#). Where travel to interview is impractical, the University will consider alternative arrangements where it is reasonable to do so.
- 16.6 Following the appropriate recruitment process, successful applicants will be offered either a 'conditional' or 'unconditional' offer, based on the required entry qualification level for each particular course. Applicants will be able to view the decision, including any conditions that may be attached to an offer, online using the applicant portal **mynewman**.

17. Student Rights

- 17.1 The [Consumer Rights Act](#) sets out your consumer rights as a student. The [Competition and Markets Authority \(CMA\) Guidance](#) explains these rights in further detail.
- 17.2 The terms and conditions of your contract with the University are set out in the University's [Terms and Conditions](#).

18. Deferred Entry and Release from the University

- 18.1 The University welcomes applications from learners wishing to gain experience of work, volunteering or travel prior to the commencement of their studies. Where possible these applicants should indicate on the application form that they wish to defer entry for the following year. The University will make every effort to accommodate requests for deferral.
- 18.2 In accordance with the UCAS and University regulations all applicants for deferred entry must prove that they have met the academic conditions of the offer made to them by 31st August in the year in which they have applied to University. Any applicants who are unable to do this will be required to make a new application in the following admissions year and the University will consider this new application independently using the criteria for the new admissions cycle.

- 18.3 Applicants holding unconditional offers may defer entry for one academic year. They will need to apply in writing specifying reasons for deferral. Requests to defer a longer period will be considered only in exceptional circumstances. Where applicable, applicants will be required to undergo further criminal and medical clearance.
- 18.4 For certain courses of study, such as School Direct or PGCEs, deferral is not possible as the number of places per academic year, for some subjects, is allocated by the Department for Education (DfE). We cannot guarantee that the same postgraduate teaching courses will run every year.
- 18.5 In accordance with its mission, the University does not wish to deny any applicant the opportunity of fulfilling their true potential. Therefore, the University agrees to release a holder of an unconditional offer if they wish to make an application to study elsewhere.

19. Interaction between the University and Applicant

- 19.1 Newman University has a diverse population and expects all interaction between applicants, students and staff to be conducted with courtesy and respect. Hostile, aggressive or otherwise inappropriate behaviour by applicants or their representatives towards University staff, other applicants or students will not be tolerated and may prejudice the further consideration of an application, appeal or complaint.

20. Feedback

- 20.1 The University is required to record reasons for admissions decisions together with any supporting information.
- 20.2 Feedback is provided to all unsuccessful applicants. If the applicant is unhappy with the feedback provided, they can make a further request, in writing (by email or letter), including details of the applicant's full name, date of birth, home address, UCAS Personal Identification number and programme applied for.
- 20.3 Under the [Data Protection Act](#), a request for feedback should come from the applicant or from someone that the applicant gives express and voluntary consent, in writing, to act on their behalf, such as a school advisor.
- 20.4 The University does not provide feedback to parents unless the applicant has given prior, express and voluntary consent, in writing.
- 20.5 The University undertakes to reply to all requests for extra feedback, but applicants should note that the University prioritises making decisions on applications over providing feedback to unsuccessful applicants and therefore at certain times of the year there may be a delay in providing feedback.

21. Appeals and Complaints

- 21.1 The University aims to consider all applications equally, fairly and effectively in line with our procedures. If an applicant is not eligible for a place on their chosen course, but meets the entry criteria for a similar

one, they will be automatically considered for this. All applicants who are offered an alternative course will receive specific communication explaining the reasons they have been unsuccessful on their initial choice and details of the entry requirements for the alternative course offered.

- 21.2 If an applicant is dissatisfied with the outcome or treatment of their application, the concerns should be raised first with the Admissions team. Where the concerns remain, the applicant is advised to use the [University Appeals and Complaints Procedures: Students Complaints \(including applicants\)](#).
- 21.3 Appeals must be based on one of the following criteria:
- The applicant believes that they have received discriminatory treatment compared to other applicants for the same course with the entry pre-requisites
 - The applicant believes that the University has not adhered to its own stated procedures for the processing of applications
 - The applicant had additional information to provide to the University which was unavailable at the point of the application. (If this information was available at the point of application but was not included on the application form, this will not be accepted as sufficient grounds for appeal).
- Note:** Applicants have no right of appeal on academic grounds and there is no right of appeal against the professional judgement of those making a decision on an application. Any appeals that are not based on one of the above specific criteria will be rejected.
- 21.4 Any applicant requesting detailed feedback or making a complaint or appeal will not be discriminated against in any further applications on that basis.

22. Enrolment and Induction of New Students

- 22.1 The University will aim to provide full and appropriate written guidance on Induction and Enrolment for new students in August for entry in September. Students are required to enrol within 3 weeks of starting their course. Those who do not may be asked to withdraw.
- 22.2 All new undergraduate students are required to attend Induction Week in September, prior to the commencement of their course, so that they can be appropriately inducted into the culture and operation of Newman University. Students should be aware that there is a proven correlation between good attendance at induction and classes thereafter and academic success.
- 22.3 While applicants are able to apply to a number of courses at University, they are able to register only to one full-time course in any one year. Applicants aiming to register on two part-time courses should discuss this as soon as possible with the admissions staff and consult the [General Academic Regulations](#) for the rules regarding this.
- 22.4 All new students on short courses, Foundation degrees and postgraduate courses are required to attend a one day Induction and Enrolment program before starting the course.
- 22.5 The University also offers a pre-entry short course **HEADstart@Newman** (run in the three weeks prior to Welcome Week)

with the aim to integrating the social, professional and academic spheres of University life to engender a sense of belonging and preparedness in students entering first year undergraduate study.

- 22.6 For Level 5 and 6 studies **HEADsup+** programme is available. This is a 3 week course that aims to contribute towards fostering belonging and preparedness.

23. Monitoring and Review

- 23.1 Newman University will ensure that its recruitment and admissions processes work effectively, are fair and transparent and are subject to continual enhancement.
- 23.2 All policies, procedures and processes related to recruitment, admissions, selection, induction and enrolment are continuously monitored and reviewed every year or when required due to the changes in internal, national or international legislation and/or regulations related to higher education.
- 23.3 This policy is reviewed and updated to ensure that it continues to support the mission and strategic objectives of the University whilst following external guidelines on best practice and it remains valid in light of any changes to government policy and external regulatory bodies.

24. Data Protection

- 24.1 All UCAS applications are subject to the UCAS Data Protection agreement, as described in the '[Data Protection Act](#)' information of the UCAS Declaration section.
- 24.2 In addition, all applications to the University are covered under the [Data Protection Act 1998](#). The information provided in applications will only be used for admissions purposes and will form part of the student's records, if they accept a place.
- 24.3 The information will be confidential between the applicant, the University and any other parties the applicant has consented to as part of the application process (e.g. UCAS). The University will not enter into discussion relating to applications with anyone other than the applicant, unless the applicant has completed the relevant section of the UCAS application form nominating a named person who can discuss their application on their behalf.
- 24.4 Anonymised and aggregated applicant data are analysed by the University, for purposes including institutional and statutory monitoring, market research, planning, teaching and learning, in order to ensure that our processes are fair and effective and our courses best reflect the applicant need.

Last update: May 2019

Document control box	
Policy Procedure title:	Admissions Policy
Date Approved:	
Implementation Date:	
Version:	
Previous review dates:	May 2018
Next review date:	March 2020
Related Statutes, Ordinances, General Regulations	<p>Academic Standards Office for Student Competition and Markets Authority (CMA) Data Protection Act 1998 & 2018 Government and relevant statutory bodies such as the Higher Education Funding Council England Department for Education Quality Assurance Agency's UK Quality Code for Higher Education UCAS UCAS Teacher Training (UTT) UK Council for International Students' Affairs (UKCISA) UK NARIC UK Visa and Immigration (UKVI) Terms and Conditions</p>
Related Policies	<p>Anti-Bribery and Corruption Policy Data Protection Policy Debt Management Policy Equality and Diversity Policy Health and Safety Policy Public Interest Disclosure Policy DBS</p>
Related Procedures and Guidance:	<p>University Appeals and Complaints Procedures: Student complaints (including applicants)</p>
Policy Owner:	Michaela Artingstall, Head of Registry Operations
Lead Contact:	Andrea Bolshaw, Registrar & University Secretary