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1. OBJECTIVE

- 1.1 This policy outlines the principles followed by New City College to operate an effective, efficient and fair admissions and recruitment process which adheres to the General Data protection regulation (GDPR).
- 1.2 The College aims to ensure that all applications for HE courses are underpinned by the principles of fair admissions otherwise known as the Schwartz Report (2004).
- 1.3 The five Schwartz principles state that a fair admissions process should:
 - Be transparent
 - Enable HE providers to select students who are able to complete the programmes as judged by their achievements and potential
 - Strive to use assessment methods that are reliable and valid
 - Seek to minimise barriers for prospective students
 - Be professional in every respect and underpinned by organisational structures and processes.

2. SCOPE

- 2.1 This document sets out the principles and practices of the recruitment, selection and admissions policy that applies to all applications for prescribed HE courses received by the College. This includes the following awards at Level 4, 5, 6 and 7: HNC, HND, Foundation Degrees, Bachelor Degrees, Professional Graduate Certificates and Diplomas, and Masters Degrees. Students on Higher Level Teaching Assistant (HLTA) courses may be attending full time, part time or by distance learning.
- 2.2 In providing HE the College works with the following:
 - Bath Spa University
 - Pearson Education
- 2.3 For the purpose of this document, and in line with the UK Quality Code for Higher Education, recruitment, selection and admission includes:
 - Recruitment activities to help prospective students make informed decisions about whether they wish to undertake study within HE and, if so, where, how and what they might wish to study.
 - Procedures employed by New City College to select suitably qualified prospective students for particular programmes.
 - New City College decision making processes and subsequent communication with both successful and unsuccessful prospective students.
 - Ways in which New City College will support those who receive and accept offers of a place to make the transition from prospective student to current student.

3 DEFINITIONS AND TERMINOLOGY

- 3.1 Customer Services: The team responsible for managing applications and student enrolment.
- 3.2 ProSolution: This is the College Management Information System containing details of existing and potential students. Customer Services use ProSolution to record, track and process student applications and enrolments.
- 3.3 International student: A student who requires a Tier 4 (student) visa to study in the UK. Such students may or may not be living overseas at the time of making their course

application.

- 3.4 UKCISA: The UK Council for International Student Affairs (UKCISA), to whom the College subscribes for advice and guidance regarding the fee assessment of all students as to home/overseas fee status.
- 3.5 UCAS: The University and Colleges Admissions Service (UCAS), through whom all applications for full-time undergraduate prescribed HE courses must be made and processed. International students who do not apply through the UCAS main scheme will be registered with UCAS through the Record of Prior Acceptance process.
- 3.6 Weblink: UCAS's online portal for accessing UCAS applications, processing main scheme and Clearing offers, and receiving applicant decisions. Weblink also hosts several Management Information reports.
- 3.7 UK National Information Centre (UK ENIC): An organisation to whom the College subscribes for comparisons of international qualifications with the British education system and awards.

4 ROLES AND RESPONSIBILITIES

- 4.1 New City College's HE courses are delivered in partnership with various Higher Education Institutions and one awarding organisation. If a programme is franchised, the awarding institutions has the ultimate responsibility for admissions. Where a programme is validated, NCC has the responsibility for admissions.
- 4.2 Student applications received via an approved recruitment agent partner are initially assessed by the recruitment agent according to the published entry criteria, ensuring potential students meet the academic and English language and mathematics requirements set by both the college and the validating university partner, if relevant. Direct or UCAS applications are then submitted by the potential students. Applications are then reviewed by either a validating university partner, or college's relevant academic team. Once applications are reviewed, candidates are shortlisted based on merit, alignment with course prerequisites, and potential for academic success. Potential students are then invited to interview. Decisions are made by the college's academic teams in consultation with the validating partner where required, to maintain compliance with regulatory standards and uphold quality assurance. This process supports an inclusive approach, ensuring that diverse and capable students are provided equal opportunities for higher education access.
- 4.3 Customer Services are responsible for:
 - Acting as first point of contact for course enquiries, applications and enrolments.
 - Providing a personalised initial information, advice and guidance (IAG) service to all applicants from initial enquiry through to enrolment.
 - Receiving all applications and recording these on ProSolution.
 - Acknowledging receipt of all applications and arranging interviews and assessments as appropriate.
 - Notifying the Higher Education (HE) Academic and Support Tutor regarding any provision of support and reasonable adjustments to the application process.

- Monitoring the return of interview outcomes and informing curriculum managers of any outstanding applications or outcomes prior to the deadline dates.
- Notifying applicants of the outcome of all interviews and sending offers (as specified by the curriculum team) or discussing alternative courses as appropriate.
- Ensuring that all offer letters comply with the Competition and Markets Authority (CMA) guidance by containing the full set of information required to allow applicants to make an informed decision regarding acceptance of the offer made to them.
- Contacting applicants who fail to attend their interview and withdrawing or rebooking the applicant as appropriate.
- Inviting applicants to programme taster days/keep warm activities.
- Managing enrolments and notifying students of the date, location and any relevant documentation required at enrolment (certificates, passport etc.).
- Notifying students of any course fees, as detailed in the Fee Policy, including how and when payment should be made.
- Fee assessing each applicant to determine eligibility for Home fee status.
- Keeping up to date with UCAS policy and processes, and disseminating information to curriculum teams as required.
- Supporting recruitment activities in liaison with curriculum staff.
- Liaising with the Marketing Team to ensure that the publication of course and promotional information is correct to ensure that the College is meeting its obligations under Consumer Protection Law and is compliant with the guidance published by the Competition and Markets Authority (CMA).

4.4 Student Services are responsible for:

- Providing appropriate IAG to prospective students, including enquirers and applicants seeking information about financial support.
- Assisting prospective students in making funding applications to Student Finance England or other relevant agencies.
- Producing a UK National Information Centre (UK ENIC) comparison of applicant qualifications that have been awarded outside the UK.

4.5 The HE Academic and Support Tutor responsible for:

- Contacting applicants to discuss their declaration of a specific learning need or disability on the course application form.
- Working with curriculum teams to ensure that reasonable adjustments are made to interviewing conditions in order to accommodate those who have declared a learning need or disability.

- Ensuring that the college explores reasonable adjustments to accommodate additional needs, thus enabling the student to access the curriculum and, where this is not possible, to liaise with the curriculum team so that they can contact the applicant with the outcome.

5 HIGHER EDUCATION ADMISSIONS OVERVIEW

- 5.1 Prospective students, applicants and current students alike can expect to receive a high-quality experience. Where the HE programme is delivered in partnership with a university or other Higher Education Institute (HEI) and admission is via that provider, the College will refer applicants to that provider's application process.
- 5.2 The College welcomes applications for HE programmes from motivated applicants from all backgrounds, including backgrounds that are under-represented within HE. The College will select applicants on the basis of their individual suitability for the programme they have applied to. Applicants are required to demonstrate that they meet the minimum academic requirements as specified in the published course information. To make sure that the College can support its students' success on HE programmes, applicants must have relevant attributes for higher education study, which include critical thinking, an appropriate level of literacy, numeracy and communication skills, the ability to use appropriate learning resources and the ability to take responsibility for own learning. These attributes will be considered alongside previous academic achievement, professional and personal experience. As with all programmes offered by the College, it is important for applicants to have the motivation and potential to succeed on the intended programme of study. Entry requirements will vary by programme and may be stipulated by the validating/awarding body, an external accrediting body or Senior Curriculum Manager. Individual programmes may also feature non-academic entry requirements. This will be publicised alongside academic entry requirements.
- 5.3 Applicant merit and potential may be assessed by a variety of means:
- a. Personal statement
 - b. A reference from an educator or employer
 - c. Academic certificates
 - d. Employment history
 - e. Portfolio of work relevant to the programme applied to
 - f. Interview with the curriculum team
 - g. Literacy and/or numeracy assessment

The timing and methods for such assessment will be communicated to the applicant by Customer Services team.

- 5.4 Applicants who demonstrate on their application form that they meet the minimum entry requirements, as confirmed by the curriculum teams, may be invited to attend an interview which may incorporate testing. Timescales for arranging interviews will vary between programmes but in all cases will comply with UCAS deadline dates.
- 5.5 Curriculum teams are responsible for communicating offers to the Customer Service team.
- 5.6 New City College is committed to handling admissions appeals and complaints professionally, within the given framework specified in this policy.
- 5.7 New City College adheres to codes and practices that are relevant to recruitment, selection and admissions:
- All relevant legislation, including the Equality Act 2010, Data Protection Act 2018 and the UK General Data Protection Regulation 2016
 - QAA's UK Quality Code for HE

- UCAS's Admissions Guide for HE Providers
- The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013

5.8 New City College may choose to enter into arrangements with external recruitment agencies. Such agency agreements will be subject to due diligence. Any arrangement with an external agency must comply with the codes and practices stated in 5.6.

6 RECRUITMENT ACTIVITIES

6.1 The Marketing team coordinate a number of recruitment activities throughout the recruitment cycle:

- a. New City College host open events at each of the main campuses. These events take place in the evening or on Saturdays in order to allow prospective students to attend without missing school, college or work. Such events provide prospective students with an opportunity to view the College facilities available to them. Curriculum staff are in attendance to provide detailed information about individual course content, structure and entry requirements. Student Support are also available to provide relevant IAG.
- b. The Marketing team, in collaboration with curriculum teams, attend external recruitment events.
- c. The Marketing team maintain the relationships between New City College and the school sector, including sixth form colleges. The team attend school HE and Careers events. IAG at such events focuses on making prospective students aware of the College's course provision and the course entry requirements.

7 INFORMATION, ADVICE AND GUIDANCE (IAG) FOR APPLICANTS

7.1 New City College is committed to providing high quality IAG to applicants, parents and advisors on all aspects of recruitment, selection and admission. A high proportion of the advisors within Student Support and Customer Services have completed a Level 3 or above in IAG. In addition to this, NCC is a Matrix accredited provider.

7.2 New City College contact details are advertised on the College website, the prospectus, all published hard copy marketing materials and advertisements, and on social media sites.

7.3 Prospective students are able to make contact with the college via:

- Face to face: On campus from Monday – Friday 9am-5pm (late nights are available at some sites also).
- Telephone: All calls are answered by the Customer Service Centre (Monday – Friday 8am-5pm) who give initial IAG and transfer to the relevant department where necessary (0330 135 9000).
- Email: The Customer Service Centre also deal with initial enquiries and forward to Customer Services where necessary (info@ncclondon.ac.uk).

7.4 Course entry requirements are published on the UCAS and College website and on the UCAS and Bath Spa Search Tool. Entry requirements are reviewed annually and updated at the request of the curriculum teams, prior to the opening of the relevant admissions cycle. Prospective students and applicants wishing to seek further guidance regarding entry requirements are advised to contact the Customer Services team. Competition and Marketing Authority (CMA) compliance is ensured by the Customer Services team, in conjunction with curriculum teams and Marketing.

7.5 The Marketing team are responsible for maintaining the College website and course guide. Requests for information to be provided in alternative formats, such as large print or braille, are forwarded to Marketing, who will arrange for the provision of the requested format.

8 THE APPLICATION PROCESS

8.1 Application routes for HE programmes at New City College vary depending on the programmes and partner HEI. The processes for application and admission are clearly stated in the published information for each programme. Applicants can seek clarification and support by contacting the Customer Services Team. Generally, this will be as follows but may vary depending on the programme;

- Full time, undergraduate course applications must be made online through UCAS. Where an applicant applies late in the summer a direct application may be accepted but the applicant's details will be registered with UCAS upon their enrolment, in accordance with the UCAS Record of Prior Acceptance process.
- Part time undergraduate, postgraduate and professional HE course applications must be made directly to the College. This can be done via the college website www.ncclondon.ac.uk or by using an appropriate HE application form.

8.2 New City College adheres to UCAS [deadlines](#). Applications for full time undergraduate courses should be submitted to UCAS inline with their timeline. Applications made after the Equal Consideration date are regarded as late by UCAS but will continue to receive equal consideration by NCC.

- Applications submitted to UCAS after the deadline will be processed through UCAS Clearing. It is not necessary to wait until A Level results day to make an application through Clearing.
- Applications for part time undergraduate courses, and all postgraduate courses, including Teacher Training, can be submitted to Customer Services at any time. There is no deadline for submitting applications. However, it is recommended that an application is made as early as possible.
- New City College can accept full-time applications made directly to the college and they will be reported to UCAS via the Record of Prior Acceptance process.

8.3 The Customer Services team provide IAG on the application process. Once an application has been made, the Customer Services team will communicate directly with the applicant informing them of the next steps. Customer Services are the main point of contact throughout the application process.

8.4 All applicants are logged on the College's Management Information System, ProSolution, which is used to track applicant history and progress from initial enquiry through to enrolment. All emails and letters sent to the applicants can be tracked through this system and reproduced if required. Applicant data is logged and managed in the same way regardless of the course applied for.

8.5 Where an individual has made multiple applications, they will receive equal consideration for each course. Applicants are permitted to apply for the same course in multiple years, however, courses that adhere to external professional standards, such as Social Work and Teaching, may choose to limit the number of times an individual may apply. This is made clear in the pre-application information on the College website where applicable.

8.6 *Entry requirements*

- a. Individuals applying for any HE course at New City College must meet the entry requirements. They must submit a personal statement with their application and be prepared to provide an academic or employer reference upon request. Course specific entry requirements can be found on the course search of the College website.
- b. Recognition of Prior Certificated Learning may be considered for entry to programmes.

8.7 *Interviews and Assessments*

- a. Applicants may be invited to attend an interview/assessment with a member of the curriculum team.
- b. Applicants are made aware of their interview/assessment date and process by the Customer Services team. It is the intention of the College to provide two weeks' notice of the interview appointment. In cases where this is not possible, applicants will receive a telephone call, subsequently confirmed by email.
- c. Interviews are conducted by representatives of the curriculum team who teach the course the applicant has applied for. The interview follows the set structure for that particular programme and is conducted by someone who is able to speak about the course in detail. The interviewer ensures that the interview is conducted in an appropriate environment and that the applicant is given the opportunity to speak confidentially.
- d. All interviews are conducted in line with the College's Equality & Diversity Policies. Applicants seeking reasonable adjustments to their interview/assessment are invited to contact the Customer Services team upon receipt of their interview/assessment letter. The Customer Services team will communicate the adjustment request to the interviewing tutor, who will liaise with the applicant and the Higher Education Academic Support Tutor regarding their needs. In order to allow sufficient time to make arrangements, the applicant's request must be made at least two weeks in advance of their interview.
- e. The curriculum teams are open to conducting interviews in person or remotely when travel to an interview is impractical for the applicant, e.g., the applicant lives outside the UK. Portfolios can also be uploaded and viewed remotely if required.
- f. The College reserves the right to insist on interview attendance for courses that must adhere to outside regulatory bodies and professional standards. This includes PGCE and BA (Hons) Integrative Counselling. However, every effort will be made to ensure that all stages of the interview process are conducted on the same day for those for whom multiple journeys are impractical.
- g. New City College does not use national admissions tests to select students. However, applicants may be required to complete literacy, numeracy and/or comprehension tests as part of the interview process. Some programmes also require completion of a group exercise. Applicants will be made aware of the content of any tests and assessments, as well as any preparation that is required, in their interview email or letter.

8.8 *Decision-making and Offers*

- a. Applicants who do not meet the minimum entry requirements are offered an interview for an appropriate alternative, where such an alternative exists. This will not necessarily be a HE course.
- b. It is not policy to routinely give reasons for rejections. However, any applicant seeking rejection reasons or interview feedback should contact Customer Services. Applicants can expect to receive an initial response to their feedback request within

five working days of that request being received. Where additional information must be sought from the relevant curriculum team, the timescale extends to ten working days from receipt of the request. Feedback requests from third parties are not accepted. Applicants are welcome to speak to Customer Services for advice and guidance regarding the qualifications and experience that will lead to a successful course application in the future. All requests of this nature should be addressed to info@nccolondon.ac.uk in the first instance.

- c. Interview outcomes are decided by the interviewing curriculum team. Applicants can expect to receive communication of the decision within five working days of completion of the full interview process. The exceptions to this are courses where it is necessary to convene a review panel to confirm application decisions. Applicants are given an expected decision date by the curriculum team at the conclusion of the interview process.
 - d. All application outcomes are communicated to the applicant by Customer Services. Applicants who have applied through UCAS, can also see their offer or rejection on UCAS Track. Offer letters list each condition (if applicable) of the offer and state when the conditions must be met by. Applicants who do not understand the conditions of their offer should contact Customer Services for clarification.
 - e. Offered applicants enter into a contract with the College at the point of accepting their offer. Applicants are invited to read the College's Terms and Conditions, which are contained in a PDF file on the College website, before accepting their offer. Applicants who have applied through UCAS are required to accept or decline online via UCAS Track. Applicants who have applied directly to the College are asked to email the Customer Services team with their reply. In both cases the offer and applicant decision are recorded on ProSolution. Applicants are advised that by accepting an offer, they are agreeing to the Terms and Conditions.
 - f. Applicants who accept their offer have the standard 14 days cooling off period, during which time they can terminate their contract either by changing their decision on UCAS or contacting Customer Services. Applicants wishing to terminate the contract after the 14-day period should refer to the HE Terms and Conditions of the Student Contract.
- 8.9 New City College collect as many exam results as possible online through UCAS's Awarding Body Linkage (ABL). Where results are not available through the ABL, or the applicant has not applied through UCAS, the applicant is required to submit evidence that conditions have been met to Customer Services by the deadline given in the offer letter. Scans and emails of qualifications are accepted but the original certificates/results slips must be presented to the curriculum staff at enrolment.
- 8.10 Confirmation decisions are processed in accordance with the deadlines specified in the UCAS Admissions Guide. Applicants can access these deadlines on the UCAS website. Applicants will be notified of their Confirmation decision via UCAS Track.
- 8.11 Successful applicants are invited to enrol at the main campus before the start of the course. The purpose of the enrolment session is to allow the curriculum teams to check that all offer conditions have been met and to process the necessary data and fees required to fully register the student on their programme. The session also provides the students with the opportunity to ask the curriculum teams any final questions before enrolling and completing their registration on the programme.
- 8.12 Where applicants have not met their offer conditions, the Customer Services team do not automatically process a Confirmation Rejection. Instead, the applicant's information is referred to the curriculum team for advice and guidance.
- 8.13 New City Colleges ability to make Confirmation decisions is dependent on applicants

demonstrating that they have met their offer conditions by the deadline specified in their offer letter. Applicants who cannot demonstrate that they have met their offer conditions due to an unforeseen delay, or the loss of a document, should contact Customer Services. Customer Services will then contact the relevant curriculum team to obtain further guidance regarding the applicant's next steps.

8.14 Applicants who have applied to New City College directly, do not receive confirmation decisions prior to their enrolment appointment. Applicants who are concerned that they cannot meet their conditions should contact Customer Services for further guidance.

8.15 *Clearing and Adjustment*

- a. New City College will consider new applications through UCAS Clearing and UCAS Adjustment. In both cases, applicants are expected to demonstrate that they meet the standard course entry requirements and complete the full interview/assessment process, just as if they had applied through the UCAS main scheme.
- b. New City College is bound by the terms of the UCAS code of practice and application procedure. Applicants are therefore required to ensure that they are eligible for Adjustment or Clearing before contacting the Customer Services team and will be asked to provide their UCAS Personal ID number if they wish to be considered for a programme.
- c. Adjustment and Clearing offers will be detailed in an offer letter sent by Customer Services and will be visible on UCAS Track. The student contract is formed at the point the applicant accepts the offer by adding New City College and the relevant course choice to their profile on UCAS Track.

8.16 *Deferred entry*

- a. New City College is able to accept applications for deferred entry for all HE programmes that do not include a teaching qualification. Potential students may declare their wish to be considered for deferred entry in two ways: (i) by indicating on their (UCAS) application form that they wish to apply for deferred entry, or (ii) by contacting Customer Services to request deferred entry after receiving their offer but prior to commencing the programme.
- b. In both (i) and (ii) above, applicants must complete the full application process and meet the conditions of the offer made to them by the deadline given in the offer letter in order to secure a deferred offer.
- c. Applicants who wish to defer after receiving their offer must send their request in writing to the Customer Services team, who will seek permission to defer from the curriculum team before responding to the applicant's request. Confirmation of a deferred offer breaks any contract formed on the basis of a previous offer.
- d. Deferral requests may be refused if the curriculum team anticipate changes to the course entry requirements or programme details in the next admissions cycle. Applicants wishing to challenge a refusal may do so through the appeals process (see section 15).
- e. Applicants are permitted to defer their offer for one academic year only. The Customer Services team will contact deferred applicants in the Spring of the following admissions cycle to reissue the deferred offer and request confirmation of acceptance by a specific date. Acceptance forms a new student contract.

8.17 *Recognition of Prior (certificated) Learning - RPL*

- a. RPL is an established component of UK HE practice. RPL is the mechanism through which students who have accumulated credit on an HE programme at one Further Education College (FEC) or HEI may transfer to a comparable HE programme at a different FEC or HEI and take the credits that they have accumulated for previous

study with them. The credits previously accumulated are then 'offset' against the programme of study, enabling the student to complete an HE programme with a limited amount of disruption to their studies.

- b. Recognition of Prior Experiential Learning is not accepted by NCC for entry on to Higher Education programmes.
- c. The college recognises two forms of RPL:
 - Recognition of prior certificated learning (RPCL) where previous certificated learning is mapped to the learning outcomes of the module/units or stage at NCC using evidence from the applicants previous certificated study. Credit is awarded against modules/units or stages(s) at the same level where there is an obvious similarity between the previous study and the study for which they are seeking exemption. Credit from previous study is therefore transferred to the new programme through a process of credit transfer.
 - Direct Entry (stage exemption) where a student holds an appropriate prior qualification and directly enters a programme at level 5 or 6.
- d. Applications for direct entry on HE programmes via RPL will only be considered from students who have secured a place on an HE programme at NCC. This is because all students must meet the entry requirements for individual programmes.
- e. Applications for RPL will only be considered prior to commencement on the programme.
- f. Applications for RPL will not be considered retrospectively.
- g. The Recognition of Prior (Certificated) Learning policy can be found on the College website

8.18 *Document Verification and Fraud*

- a. Applicants should be aware that UCAS routinely screen applications for false, misleading and/or missing information, and personal statements for patterns of similarity. UCAS's Fraud and Similarity Detection service will notify both the applicant and the College if an application is found to contain evidence of fraud or plagiarism. UCAS's aim in completing this exercise is to "avoid anyone gaining from an unfair advantage and securing a place by deception".
- b. Notifications from UCAS's Fraud and Similarity Detection service will be forwarded by the Customer Services team to the relevant curriculum area, alongside the rest of the application form and related documents. Where a personal statement has been flagged for containing similar sentences to other personal statements, the curriculum team will take this into consideration when assessing the application. Applicants should be aware that significant evidence of fraud or plagiarism will result in the application being rejected.
- c. All applicants, regardless of whether they applied through UCAS or directly to the College, are asked to produce their original qualification certificates and transcripts at their selection interview/assessment. Applicants who cannot provide original documents during the selection process will have production of the required documents stipulated as a condition of their offer. Any applicant who does not produce the documents by the enrolment date given will not be permitted to enrol on the programme.
- d. All international qualifications will be checked for academic comparability using the online UK Naric qualifications database. If it is suspected that the qualification is not

genuine, and it is not possible to verify the qualification by other means, the College may choose to engage the services of UK Naric's counter fraud check.

- e. All applicants are expected to provide accurate information during the enrolment process, which includes the declaration of qualifications. If qualifications cannot be evidenced, or documents are subsequently revealed to be inaccurate, the college has the right to revoke admission or enrolment.
- f. References submitted in support of the course application should be provided on the UCAS application form or sent directly to Customer Services on official letter-headed paper or from an official email address. References that are not provided in the required format will not be accepted. If either the curriculum team or Customer Services feels that a reference may not be genuine, the College will verify the reference by contacting the referee using the contact details provided. Should it emerge that the reference has been falsified, the application will be rejected.
- g. Where an application is deemed to be fraudulent, the College reserves the right to pass information to interested parties which may include, but is not restricted to: UCAS, the Student Loans Company, the Health and Care Professionals Council (HCPC) and Visa and Immigration (UKVI).
- h. Applicants who wish to appeal the decision to cancel an application on the basis of fraud, may do so through the Admissions Appeals and Complaints process. Please see section 14 of this document for further information.

9 MATURE AND YOUNG APPLICATIONS

- 9.1 New City College welcomes applicants of all ages and makes no distinction between 'standard age' and 'mature' applicants when assessing applications.
- 9.2 Courses that require work placements with young and/or vulnerable people, restrict the minimum age at the point of entry to 18 years old. These courses are Early Years, Counselling, Teacher Training and Education, Sport and Supporting Teaching and Learning in Schools.
- 9.3 All other courses will assess students under the age of 18 at the point of entry on a case by case basis.
- 9.4 There is no upper age limit on applicants. However, applicants wishing to undertake one of the courses listed in 9.2 will be asked to consider whether or not their health places any restrictions on their ability to complete the mandatory placements.

10 CARE LEAVERS

- 10.1 New City College is committed to supporting students who are care leavers. Such students can access financial and pastoral support and should contact the Higher Education Academic and Support Tutor for advice.

11 APPLICANTS WITH DISABILITIES OR SPECIFIC LEARNING NEEDS

- 11.1 New City College is committed to welcoming applications from prospective students with disabilities or specific learning needs. All applicants are given equal consideration on the basis of their academic merit and potential.
- 11.2 Information about disabilities and specific learning needs is collected both on the UCAS

application and the direct College application. This information is used to assist in identifying support needs but does not contribute to the academic decision over whether to make the applicant an offer.

- 11.3 The HE Academic and Support Tutor with the relevant curriculum team will establish the demands of the programme and consider the applicant's support needs in light of the programme content.
- 11.4 Applicants declaring a disability or specific learning need can expect a response from the HE Academic and Support Tutor. It is the responsibility of the applicant to make the college aware and provide evidence of any additional learning support need. Depending on the nature of the declaration, applicants will be contacted either by post, email or telephone in the first instance. If necessary, a meeting with the HE Academic and Support Tutor will be scheduled. Such instances may include where an applicant has multiple disabilities or difficulties, where an applicant requires further assessment of their needs, or where the applicant may need to apply for Disabled Students Allowance (DSA).
- 11.5 Any applicant or student requesting special arrangements relating to exams or assessments must engage the HE Academic and Support Tutor for assessment of their eligibility for such arrangements.
- 11.6 Applicants may request special arrangements for their application interview and assessment. Reasonable adjustments will be made on an individual basis and may vary according to the chosen programme of study. It may not be reasonable to accommodate all requests for special arrangements, particularly if such an arrangement would mask or skew the curriculum team's ability to assess the applicant's academic potential. In addition to this, in the case of a course where a mandatory work placement is required, it is the responsibility of the curriculum team to determine whether or not applicants are capable of completing training for their desired career, in light of the fact that not all types of support are available in the workplace. This may mean that it is inappropriate to provide certain types of support to applicants during the student selection stage.
- 11.7 The College will only enrol applicants where it has been determined that reasonable adjustments can be made to ensure that adequate support is in place.

12 CHANGES TO AND DISCONTINUATION OF PROGRAMMES

- 12.1 New City College makes every effort to ensure that programmes are run in accordance with the information provided in both pre-application information and at the point of offer and acceptance, when the student contract is formed. However, there may be occasions when it is necessary to change a programme or discontinue it altogether. The options available to an applicant in such circumstances will vary depending on whether or not the applicant has accepted an offer. However, the college will endeavour to support the applicant to find an alternative programme / provider.
- 12.2 *Changes to programmes*
Applicants who apply for a programme on the basis of information that has subsequently changed are made aware of the changes at their selection interview. The course curriculum team explain the details of the programme and respond to any applicant queries. If the interviewing tutor is aware of any possible future changes at the time of the interview, they are required to make the applicant aware at that time. The applicant is told what the changes are likely to be and when they will be finalised.
- Where a change is made to a programme after an offer has been accepted, affected applicants are notified in writing by Customer Services, containing course information provided by the curriculum team.

- If the applicant is not willing to commence the course because of the proposed changes they may exercise their right to withdraw their acceptance. The college will use its best endeavours to support the applicant in finding an alternative programme or provider.

12.3 *Discontinuation of programmes*

- Applicants who apply for a programme that is subsequently discontinued are notified in writing by a letter sent by the Customer Services team. Applicants have the option to apply for an alternative programme at New City College or withdraw their application altogether, thus releasing them from the student contract.
- Applicants who choose to apply for an alternative programme must meet the entry requirements specific to that programme in order to receive an offer.
- UCAS applicants wishing to substitute the discontinued course choice for a choice at an alternative institution can do so prior to the end of June by contacting the UCAS Contact Centre. After this date, UCAS applicants may need to seek an alternative institution through the UCAS Clearing system.

12.4 *Support available to applicants*

New City College will support applicants in determining their next steps in the light of any changes to programmes or discontinuation of programmes. Where an applicant is holding an offer, New City College will assist them in securing an alternative place either internally or at another HE provider. Such assistance includes contacting UCAS, using the UCAS course search and contacting admissions offices at alternative HE providers.

12.5 *Terms and Conditions*

The circumstances under which it may be necessary to make changes to a programme or discontinue a programme, are stated in the Terms and Conditions of the Student Contract, available on the New City College website.

13 RIGHT TO REFUSE AN APPLICATION

13.1 The College reserves the right to refuse admission to an applicant who:

- a) Does not meet the admission criteria (if this is due to previous qualifications, in most cases alternative provision will be recommended).
- b) Is not able to provide a reference or report indicating an appropriate commitment to study.
- c) Has previously attended New City College or another education establishment and not completed courses, including all external assessments.
- d) Has previously studied at New City College and had attendance levels below the accepted threshold and/or any behaviour concerns, including prior disciplinarys.
- e) Has previously been excluded from New City College or another education establishment.
- f) Has outstanding debts to the College.
- g) Withholds information; provides false or misleading information.
- h) Has convictions that have not been spent or can never become spent. This procedure may also be invoked where information is available concerning activities outside the law or the expression of beliefs, which present a clear and immediate danger of infraction of the law.
- i) Poses a significant threat or danger. The College recognises it has a duty of care to students and staff and thus reserves the right not to admit an applicant where it deems that they could be a significant risk to self or others.
- j) Is unable to demonstrate fitness to study. By fitness to study, the College identifies that due to medical or health grounds the student is not able to engage and meet the requirements of their programme of study as they intended or desired. The College will

use its best endeavours, which include reasonable adjustments, but recognises that in some cases fitness to study issues may preclude admission.

- 13.2 The College also reserves the right to decline admission to applicants where the College is unable to meet need (for students with an Education Health Care Plan).

14 SAFEGUARDING RISK ASSESSMENT

- 14.1 New City College is committed to equal opportunities and aims to provide a supportive and positive environment. However, the College also has a responsibility to provide a safe environment for all its staff, students, visitors and local community.
- 14.2 Applicants are encouraged to alert the College of any reason or circumstance that may affect their attendance, fitness to study, safety and wellbeing, or the safety and wellbeing of other students or users of the college.
- 14.3 The College reserves the right to conduct a Safeguarding Risk Assessment based on any information declared. This will be taken into consideration by the campus Safeguarding Lead or Deputy Principal when making a decision about admitting an individual to the College.
- 14.4 The main purpose of this risk assessment is to ensure that the college can put support in place. This process will also ensure that the college is assessing any risks to the college community.
- 14.5 If an applicant withholds information which is subsequently revealed, the College has the right to revoke admission or enrolment. Any appeals for this process will be heard by a New City College Principal.
- 14.6 Programmes that require disclosure of criminal convictions request that the applicant complete a Disclosure and Barring Service (DBS) check. The relevant programmes will do this in one of two ways:
- Applicants applying for programmes that require a mandatory external work placement with vulnerable people are required to present their workplace DBS check at their interview.
 - Applicants applying for a programme where the work placement with vulnerable people is arranged by New City College, are asked to complete and pay for a DBS. Applicants are made aware that continuation on their programme of study is subject to the return of a satisfactory DBS check. Please note, DBS payments are non-refundable in the event of a course rejection.

15 APPEALS AND COMPLAINTS

- 15.1 New City College is committed to the fair and professional handling of appeals and complaints. Applicants who wish to appeal against any decision made during the admissions and enrolment process should contact the Group Director of Student Recruitment by emailing admissionsappeals@nccLondon.ac.uk. The College will make every reasonable effort to respond to the appeal within 10 working days of acknowledgement. Where a response is likely to take longer than 10 working days, the College will provide an interim update.
- 15.2 Students wishing to appeal against any decision made during the progression process will be referred to the relevant Deputy Principal. The Deputy Principal will make every reasonable effort to respond to the appeal within 10 working days of acknowledgement. Where a response is likely to take longer than 10 working days, the Deputy Principal

will provide an interim update.

- 15.3 Any appeal of a Safeguarding Risk Assessment outcome (as outlined in section 14) will be referred to a Principal. The Principal will make every reasonable effort to respond to the appeal within 10 working days of acknowledgement. Where a response is likely to take longer than 10 working days, the Principal will provide an interim update.
- 15.4 Examples of reasons for potential delays may include periods of college holiday and the associated staff absences; or where the issue/incident to be reviewed as part of the appeal is particularly complex.
- 15.5 Where it is found after enrolment that a student is in breach of any conditions outlined within this policy, they will be withdrawn under the terms of the 'Admissions Policy'. Students who wish to appeal any decision made to withdraw them should write to the Principal at the relevant New City College campus. Any appeal should be submitted by no later than 10 working days after any decision made and be based on one or more of the following grounds:
- That there were procedural errors that affected the outcome
 - That evidence has not been properly considered and/or there are reasons to query the judgment that has been reached
- 15.6 The Complaints procedure should be used only on the following grounds:
- Where there is evidence of procedural irregularity, including failure to adhere to the Admissions Policy.
- 15.7 Complaints cannot be considered where applicants are not satisfied with the outcome of their appeal.
- 15.8 Applicants can find the 'NCC Complaints Policy' in the Corporate Information and Policies section of the New City College website. Complaints or requests for formal review, on the above grounds, should be made as soon as possible and must be made in writing or by email within 6 weeks of the final decision. Should a complaint fall outside of this timescale it will be rejected unless there are extenuating circumstances by way of justification.
- 15.9 When late complaints outside of the college's timeframe are submitted citing 'Extenuating circumstances', the Deputy Principal Redbridge will review and make a decision whether or not to proceed with an investigation. The College will not normally investigate any complaints made more than three months after the isolated incident or the start of a series of incidents.
- 15.10 'Extenuating Circumstances' are events that are sudden, significantly disruptive and beyond your control. Examples may include; bereavement of a close relative, serious illness, hospitalisation, victim of a serious crime.
- 15.11 Complainants are required to provide documentary evidence to support claims of 'Extenuating Circumstances'.
- 15.12 Complaints may be made:
- ❖ By email to complaints@ncclondon.ac.uk
 - ❖ By writing to Complaints, New City College, Ardleigh Green Road, Hornchurch, RM11 2LL
 - ❖ Or by completing a form on MyNCC - [Compliments and Complaints](#)

