



## **UNDERGRADUATE ADMISSIONS POLICY**

## **1. Principles**

The University of Chester is committed to providing all students with a high quality, caring and supportive learning experience, including work-related learning that equips them with the necessary personal and academic skills to engage confidently with the wider world.

The University aims to ensure that all students are enabled to achieve their full potential and that no prospective or existing student is disadvantaged or discriminated against on the grounds of age, race, colour, nationality, ethnic or national origins, faith, disability or specific need, HIV status, sexual orientation, gender, marital or parental status, political belief, or social or economic class.

The University actively seeks to increase levels of recruitment from groups currently underrepresented in higher education and aims to offer educational opportunities to those members of the community who are capable of benefiting from them.

The University's policies and procedures aim to be fair, clear, explicit and transparent and covers undergraduate students from both home and overseas. This policy embraces the expectations and indicators of sound practice of the 'Schwartz Report', 'Fair Admissions to Higher Education: Recommendations for Good Practice' (2004) and the UK Quality Code for HE (2018).

The University strives to observe the rules and procedures set down by UCAS and to comply with all relevant legislation in relation to its undergraduate admissions activity.

## **2. Admissions and Selection**

The University operates a centralised undergraduate admissions function for all full-time applications received via UCAS and direct to the University. Applications are processed by a team of Admissions staff who act as the principal contact for applicants throughout the admissions process. Selection decisions are made by Senior Admissions staff.

### *Selection Principles*

The University of Chester is committed to a fair and consistent admissions process and considers all applications on an individual basis, taking into account all of the information presented in the application form and applying tried and tested entry criteria in a consistent manner. Admissions decisions are based on applicants' academic achievement to date, predicted academic achievement and the applicant's motivation, skills, experience and attitude, as expressed in the personal statement and the academic reference. Decisions are made by trained staff within the central Admissions teams, however Heads of Department/Course Leaders may make decisions on individual applications in cases where these decisions cannot be made by the central Admissions teams.

In order to comply with the requirements of relevant professional bodies, applicants to certain professional courses may be required to provide a satisfactory Disclosure and Barring Service (DBS) check, or to demonstrate fitness to practise prior to being admitted onto the course. Applicants will be advised of these conditions when they are made an offer of a place.

### *Entry Requirements*

Each course has its own entry requirements, which are published annually in the University's undergraduate prospectus, on the University website and on the UCAS website. The course entry requirements are set in consultation with academic departments and undergraduate admissions and are reviewed and updated annually.

The University considers a wide range of Level 3 qualifications, including GCE A/AS Levels, BTEC Diplomas, OCR Cambridge Technicals, Access to HE Diplomas, Welsh Baccalaureate, International Baccalaureate, Scottish / Irish Highers, Open University Courses, Cambridge Pre-U Diploma, T Levels, and a wide range of professional / vocational qualifications .

Admissions staff also have experience in considering a wide range of European qualifications against the University's entry requirements and is guided by the National Academic Recognition and Information Centre (NARIC) in terms of the equivalence awarded to these qualifications.

Information for overseas applicants can be found on the University website

<https://www1.chester.ac.uk/international/how-apply/entry-requirements> along with a detailed list of acceptable international qualifications, by country.

### *English Language Requirements*

With the exception of foreign language modules, all courses at the University of Chester are taught and assessed in English. International students must have an appropriate level of English proficiency certification before applying. The University recognises the following Secure English Language Tests (SELT):

- IELTS 6.0 (with no less than 5.5 in each sub-skill)
- Trinity College London ISEII with Merit in all four components
- PTE Academic UKVI with overall score of 61 and no less than 59 in any component
- Skills for English UKVI English Language Test – B2 Pass
- LanguageCert B2 Communicator – Pass (minimum 33/Pass in each component)

For applicants whose first language is not English, the University will also consider the following qualifications:

- Cambridge C1 Advanced/C2 Proficiency with 169 overall (no element below 162)
- Cambridge Advanced Test (CAE) - grade C or above (pre-Jan 2015)
- Cambridge Proficiency Test (CPE) - grade C or above (pre-Jan 2015)
- GCSE/IGCSE English Language at grade C or above
- TOEFL (IBT) with a score of 79 (minimum of 17 in writing and listening; 18 in reading; 20 in speaking)
- International Baccalaureate – Higher Level (grade 4) or Standard Level (grade 5)

Applicants who do not have the required English language level may be able to attend a pre-session English language course. Further details on the University's pre-session English Language courses can be found at <https://www1.chester.ac.uk/international/how-apply/entry-requirements>

### *Interviews*

As part of the selection process for specific courses, applicants will be required to attend an interview or audition before the offer of a place can be made. These will be organised by staff in Undergraduate / Health and Social Care Admissions in consultation with relevant faculties and departments.

Wherever possible, interviews and auditions will be held on an Undergraduate Experience Day. Auditions for Musical Theatre Performance are held at The Hammond. Dedicated Interview Days are arranged for applicants for teacher training and nursing and midwifery courses.

The University reserves the right to reject/withdraw applications from applicants who are invited to attend an interview/audition and who do not respond to invitations to attend.

### *Experience Days*

The University holds numerous visit days for applicants who have already received offers. These are often referred to as 'Experience Days' and they provide applicants with the opportunity to visit the campuses and department(s), view facilities and meet members of academic and support staff.

### *Widening Participation*

The University of Chester is committed to widening participation in higher education and works proactively to extend opportunities to young people and adults from groups or backgrounds where this is not traditionally a considered option. To support this, the University provides a series of aspiration raising activities which give young people and adult learners the opportunity to experience higher education.

The University also offers a range of financial support to students from disadvantaged backgrounds to ensure they are not deterred from progressing to higher education because of financial reasons. Please refer to the University website for further information on bursaries and scholarships.

The University is committed to ensuring that no student is disadvantaged by the applications procedure. We recognise that students from WP target groups may need more support in making informed decisions in their higher education choices and will provide this support from experienced staff. The University already makes use of contextual data that is self-declared by applicants, and will continue to make further use of the additional contextual data that is made available through UCAS. Taking this information into account, the University may make conditional offers that differ from the typical entry requirement to applicants with the ability to benefit and succeed, if in our judgement the typical entry requirement would not be appropriate because of the particular circumstances of the applicant.

### *Verification of Qualifications*

The University requires all applicants to provide evidence of the qualifications upon which their offer of a place is based. For the majority of UCAS applicants, UCAS supplies the results directly to the University. Other applicants, including those that have been made unconditional offers, should expect to provide original certificates of their qualifications prior to enrolling with the University. Information and guidance on qualification verification is sent to applicants at the initial offer and at the acceptance stage of the admissions cycle.

Verification of GCSE (or equivalent) qualifications and proof of identity is also required for certain programmes of study.

### *Assessment of Tuition Fee Status*

The level of tuition fees charged to a student is governed by UK legislation, which states that certain students may be charged a higher level of fees than those who are classified as UK (Home) students.

All applicants will be required to self-assess their residential category as part of their application to the University. In most cases, the information provided on the application form is sufficient for the University to determine the appropriate fee status. If the University requires further information regarding an individual fee status, a 'fee status questionnaire' will be sent to the applicant to complete and return. Following an initial assessment by trained admissions staff, the fee status is

confirmed by the University's Finance Office and the decision is communicated, in writing, to the applicant.

The onus is on individual students to satisfy the institution that they meet the criteria to be classified as home status for the purpose of fees.

For more detailed information, including the full details of the 3-year residence requirement, please refer to the UKCISA guide [‘England: fee status for Higher Education’](#)

### **3. Applying to the University**

#### *Full-Time Applications*

Applications to all full-time undergraduate courses should be made through the Universities and Colleges Admissions Service (UCAS). Applications should be submitted to UCAS between the 1<sup>st</sup> September and the nominated January deadline date. All applications received by the UCAS deadline will be given equal consideration.

Applications received after the UCAS deadline may be considered by the University, depending upon the availability of places.

At all times, the University observes the rules and procedures set out by UCAS.

#### *Part-Time Applications*

Applications to all part-time undergraduate courses should be made direct to the University using the University's online application system – AIMS.

The University does not operate an application deadline for part-time courses.

#### *Deferred Entry*

The University welcomes applications from students who wish to defer their entry and these applications will be given equal consideration alongside applications for entry in the current admissions cycle. Applicants who apply for deferred entry should be aware that some courses include an interview as part of the selection process, and candidates are advised to seek clarification from the University before submitting an application through UCAS.

The University will consider an applicant's request to defer their application during the confirmation period and after their place has been confirmed.

The University does not normally permit applicants to defer entry for more than one year. Applicants who defer for more than one year are usually expected to make a new application through UCAS.

#### *Entry to Year 2 (Level 5) or Year 3 (Level 6)*

The University considers applications for entry to the second or third year of an undergraduate degree course, where applicants can demonstrate that they have undertaken and successfully completed the equivalent of the first (and second) year of the course applied for. In determining this, the University will require written evidence (e.g. transcripts of marks) of such learning and achievement. Candidates are advised to contact the relevant Admissions section for information on this process before submitting an application through UCAS.

University of Chester students who have completed a foundation degree, either at the University, an Associate College, or a partner College, and wish to complete a relevant Level 6 (Year 3) Top-Up, may apply direct to the University on an internal application form. Forms can be obtained from the relevant Admissions section.

### *UCAS Extra*

UCAS Extra runs from February until the end of June and gives applicants who are holding no offers or those that wish to decline their offers in order to change their course/university choice, a further opportunity to make an additional application or applications. The University of Chester will declare to UCAS the courses for which they will accept 'Extra' applications and these will be advertised on the UCAS website.

Applicants should be aware that there may be different provisions for 'home' and 'overseas' applicants in Extra, and that courses may be open in UCAS Extra for certain categories of student only.

### *Clearing*

The UCAS clearing scheme offers a final opportunity to applicants who have not secured a place by early August. The UCAS website contains further information on eligibility to enter clearing and the registration process.

The University will publish any vacancies on our undergraduate courses on our website and on the UCAS website. Applicants should be aware that there may be different provisions for 'home' and 'overseas' applicants in Clearing, and that courses may be open in Clearing for certain categories of student only.

### *Disabled Students*

The University is committed to ensuring equality of educational opportunity for all applicants and welcomes applications from individuals with disabilities. All applications are considered on the same academic grounds as non-disabled applicants and there is no judgement or assessment of disability prior to an offer being made. The University has developed extensive support for disabled students. Plans are personalised, and information is available from the University's Disability Support.

With the exception of those disclosing code G on their UCAS/Direct application form, on receipt of an offer from the University, applicants will be required to complete a questionnaire by Disability Support in order for the University to determine what adjustments may be necessary, should they be accepted and placed on their chosen course. Those who disclose disability code G are advised to contact Disability Support or visit the University website for information about available reasonable adjustments.

Where information provided indicates that the applicant will require significant support or will require modifications to the academic course, the applicant will be invited to meet members of staff from Disability Support and relevant members of staff from the Academic Department(s) to discuss the applicant's individual needs.

In a very small number of cases where adjustments may not be feasible to implement, or where there are fitness to practise concerns, advice will be obtained by Disability Support from the Department, the University's nominated Occupational Health Provider and appropriate disability organisations to ensure every reasonable effort is made to support the student in taking up their offer of a place. Following these discussions, staff from Disability Support and the Department will

offer to meet with the applicant to discuss the support available to enable them to make an informed judgement on the suitability of the course. In the exceptional and unlikely event where fitness to practise issues remain a concern, or adjustments cannot be implemented, the University reserves the right to withdraw an offer. Applicants who wish to appeal a decision not to implement adjustments requested that prevents the applicant from taking up their offer of a place on a course may write to the Dean of Students/Director of Marketing, Recruitment and Admissions to request a review of the decision.

Disabled applicants are encouraged to visit the University to meet with academic staff and support services, view department and campus facilities, as well as discuss their additional support needs in more detail with Disability Support.

Further information about disability support at the University can be found [here](#).

### *Mature Students*

The University provides an advisory service for mature students offering advice and guidance on qualifications, courses, modes of study, accreditation of prior learning and the applications process.

To ensure fair access, a wide range of qualifications and experience are accepted, and applications will be considered on individual merit, academic background, motivation, interests and relevant experience. Evidence of recent formal study is normally required.

Applications for foundation level study from mature students without the requisite qualifications will be reviewed on a case-by-case basis. Applications will be forwarded to the Head of Centre for Foundation Studies and a decision will be made as to whether students will be offered a Skype interview or, where possible, a person-to-person interview.

Depending on the subject area, the invitation to interview may also require students to revise named topics as part of the process of selection. Questions on these topics will form part of the interview. In addition, where the application is for STEM subjects, applicants may be required to undertake a Maths test.

The University also recognises prior experiential learning as a valid route into higher education, and each faculty of study has its own APL Assessor to facilitate this. Further information on this process can be found on the University website or from the University's Widening Participation Officer.

### *Applicants who will be under 18*

The University considers applications on the basis of individual merit and does not discriminate on the grounds of age. However, under 18s living in England are considered by law to be children, which means the University has additional responsibilities towards students it admits who are under the age of 18 prior to the start of their course and until the date at which they turn 18, even if this period is brief. If an offer of a place is made to an applicant who will be under the age of 18 at the point of enrolment, they will be required to provide parental consent and to prove that they have guardianship in the UK. No applicant under the age of 18 will be eligible to enrol at the University until all required forms have been submitted and approved.

Applicants who will be under the age of 17 on entry are not permitted to enrol at the University. Further information about support for under 18s can be found [here](#).

### *Criminal Convictions*

As part of the University's duty of care to its staff and students, the University will require applicants to declare a relevant unspent criminal conviction as part of the process of accepting an offer. Applicants who choose the University as their Firm choice will be asked to declare any relevant unspent criminal convictions or cautions in order to enable us to assess and make any relevant adjustments or specific provision in order to facilitate your learning, and in some cases to consider the need to reduce the risk of potential harm to others. The University does not require this information at the application stage.

Relevant convictions are defined as "only those convictions for offences against the person, whether of a violent or sexual nature, and convictions for offences involving unlawfully supplying controlled drugs or substances where the conviction concerns commercial drug dealing or trafficking". Convictions that are spent (as defined by the Rehabilitation of Offenders Act 1974) are not considered to be relevant and applicants are not required to reveal them. Charities such as NACRO or Unlock can be provide information and advice on whether a conviction is 'unspent'.

All relevant information relating to the conviction will be considered and a risk-based approach will be taken to assess whether it is necessary to exclude an applicant from admission to the University or to place any specific conditions on admission, for example exclusion from University accommodation. In the majority of cases, a prior criminal conviction will not necessarily preclude an applicant from being offered a place. However, if the applicant does not pass the risk assessment, their offer will be withdrawn or their contract with the University terminated.

If the conviction is spent it will be disregarded, unless the course applied for is likely to bring the applicant into contact with children or vulnerable adults. Please note that custodial sentences of more than four years can never become 'spent'.

For courses in teaching, health, social work, veterinary medicine, veterinary science or courses involving work with children or vulnerable adults, any criminal convictions, cautions (including verbal cautions), reprimands, final warnings and bind-over orders are exempt from the Rehabilitation of Offenders Act 1974; therefore applicants to the following undergraduate degrees at the University of Chester are required to obtain a satisfactory enhanced disclosure from the Disclosure and Barring Service (DBS):

Teaching; Nursing; Midwifery; Nutrition and Dietetics; Social Work; Physical Education and Childhood Studies and Applied Psychology.

Further information on the DBS process will be sent to unconditional firm (UF) applicants by the University's Institutional Compliance Officer.

It should be noted that if an applicant is required to disclose a criminal conviction and fails to do so this will be considered a serious matter by the University and is likely to lead to the offer of a place being withdrawn or, if enrolled at the University, to the individual's registration being revoked.

Applicants should be reassured that the information declared regarding the criminal conviction and all communication about their criminal conviction will be dealt with on a strictly confidential basis and in line with data protection legislation. This means that only those members of the University who need to be aware of the conviction will be informed.

## **4. Admissions Decisions**

### *Conditional offers*

A conditional offer means that the University of Chester will offer an applicant a place providing certain conditions are met. Offers will be based upon current qualifications and will state either a tariff range and specific grades, sometimes in named subjects, or just grades. Offers may also include other non-academic conditions such as the receipt of a satisfactory DBS check or health check.

The University is committed to making offers which are appropriate to individual applicants, the qualifications they offer and their circumstances. Admissions staff have discretion to make conditional offers which differ from the typical entry requirement, if in their judgement the typical entry requirement would not be appropriate because of the particular circumstances of an applicant. This may, on occasion, result in applicants for the same course receiving slightly different types, or levels, of offers.

If an applicant feels that non-academic factors such as illness, bereavement, family or school circumstances have adversely affected their performance, then the University would need to receive evidence of these mitigating circumstances and the impact on their educational achievement from an appropriate individual (School Head, medical practitioner, etc.) as appropriate.

### *Unconditional offers*

An unconditional offer means that an applicant has met all of the entry requirements set by the University of Chester and has been accepted onto their chosen course of study. Applicants will need to provide proof of qualifications (please refer to Verification of Qualifications).

### *Changed course offers*

In some cases, where an applicant has applied for one course and is unsuccessful, an alternative study course may be offered by the University. Applicants will be contacted by Admissions staff to confirm and discuss alternative options.

### *Unsuccessful application*

Applicants will receive an unsuccessful response (rejection) from UCAS if the University decides not to offer them a place on the course they have applied for. The reason(s) for the decision will be recorded by Admissions staff.

### *Withdrawn application*

An application may be withdrawn either by the applicant or by the University. In cases where candidates are required to attend an interview as part of the selection process, applications may be withdrawn if a candidate fails to attend interview without making contact with the University, or if an applicant is unable to attend and an alternative date cannot reasonably be found.

### *Confirmation*

Confirmation is the period during August and September each year when universities receive examination results for those applicants who have accepted conditional offers. Applicants who meet the conditions of their offer will automatically have their place confirmed with the University and applicants will be able to view this via UCAS Track.

Applicants who do not fully meet the conditions of their offer may nevertheless have their place confirmed, subject to appropriate places being available. Personal or educational circumstances

which may have affected an applicant's performance in their examinations will be taken into account.

We recognise that some applicants, such as those who are offering BTECs or Access, may receive their examination results in July, prior to the main confirmation period in August. We will only confirm applicants' places *if they have met or exceeded the conditions of our offer*. If, however, they do not meet the conditions of the offer, in the interests of fairness we will wait until the A-level results are published in August before considering these applications alongside those of other near-miss candidates.

In the case of results not provided by UCAS, it is the applicant's responsibility to provide the Undergraduate Admissions Office with evidence of the results of academic and English language qualifications. The University reserves the right not to confirm an applicant's place if they do not provide evidence of having met the conditions of their offer by the relevant deadline.

### *Feedback to Unsuccessful Applicants*

Applicants who have not been offered a place to study at the University may wish to request feedback regarding the reason(s) for their unsuccessful application. Applicants are asked to note that the most common reason for an application to be unsuccessful is that the applicant either does not meet a specific entry requirement (for example, having A-level English for the University's English degree) or does not have (or is not likely to achieve) the required tariff points/grades for admission (i.e. the standard course offer). Detailed course entry requirements can be found in the University prospectus, on the University website and in UCAS Entry Profiles.

All requests for feedback should be made in writing, by letter or email, to the relevant Admissions section. Requests for feedback should be made within 6 weeks of the unsuccessful decision being received by the applicant.

The University is unable to enter into discussions relating to individual applications with anyone other than the applicant themselves unless the applicant provides written permission for the University to discuss it with another person.

The University will aim to respond to requests for feedback within 10 working days of receipt. Please note: this may not always be possible during busy admission periods.

Applicants should be aware that requesting feedback will not adversely affect any further application they may subsequently make to the University.

### *Applicant Behaviour*

The University is committed to ensuring that any interaction with applicants is conducted in a professional, courteous and respectful manner and it expects that any communication from an applicant is conducted in the same way.

Applicants and their representatives should note that the University will not tolerate inappropriate behaviour or language towards its employees or members of the wider University community (including other applicants) during the admissions process. Hostile, aggressive or otherwise inappropriate behaviour or language, whether expressed verbally or in writing, and excessive levels of contact, will be viewed seriously and may adversely affect the consideration of an application, appeal or complaint.

Where the University becomes aware of inappropriate language or behaviour by applicants, it will act to address this. The University will normally warn an applicant that their behaviour or language is inappropriate and that action is being considered, but where the behaviour or language is particularly inappropriate no warning need be given before action is taken. Such action may include the withdrawal of an offer or the rejection of an application and the team will also discontinue correspondence.

It is important to recognise that the use of social media can pose risks which impact on the wellbeing of others and the reputation of the University. Therefore, we expect applicants to apply the same standards of conduct online as they are expected to apply offline.

### *Fraudulent Applications*

The University reserves the right to withdraw or cancel an offer of a place made on the basis of an application that has been found to contain information which is materially inaccurate.

The University abides by the rules and procedures set by UCAS. Any full-time application suspected by the University to contain fraudulent information will be referred to UCAS.

Following an offer of a place, an offer may be withdrawn or changed if information comes to the attention of the University which could have influenced the decision or outcome of an application. This includes the submission of false or misleading information in support of an application.

Where an applicant or, third party acting on behalf of an applicant, has knowingly misled the University by providing false or incorrect information, the University will notify relevant parties. These include UCAS in relation to the undergraduate applications, UK Visas and Immigration where information declared may be used to falsely obtain entry into the UK, and the relevant UK police force in relation to matters of serious fraud and deception.

### *Plagiarism in (UCAS) Personal Statements*

All personal statements received in support of an application are subject to testing at UCAS. The Similarity Detection Service uses a system called 'Copycatch' to identify statements that show similarity, quantify the suspect material and report its findings. Each personal statement on a UCAS application form is checked against a library of all personal statements previously submitted to UCAS and sample statements collected from a variety of websites and other sources. Significant levels of similarity will be reported in writing to both the applicant and the University.

The University of Chester will review all applications identified by the UCAS Similarity Detection Service on an individual basis and may contact an applicant for further information and/or an updated personal statement. The University also reserves the right to record an unsuccessful decision on the basis of plagiarism in the personal statement.

### *Course Changes*

Applicants will be notified of changes to courses of study, or course cancellations, as early as possible in the admissions cycle. In the case of course cancellations, the University of Chester will undertake to offer applicants an alternative course of study. The relevant Admissions section is responsible for co-ordinating the process of communicating with applicants affected by course changes or cancellations.

The University will notify UCAS of any suspended or cancelled full-time courses via UCAS Weblink and will abide by the rules and procedures set by UCAS.

### *Visas and Immigration*

Students applying for a visa to enter the UK will be assessed under the Points Based System, and must apply for a 'General' student visa under the Tier 4 category. The University of Chester will comply with the requirements of the UK Border Agency (UKBA) in providing international applicants with documentation to support their visa application. The University will generate Certificates of Acceptance for Study (CAS) when applicants are firmly holding an unconditional offer of a place and the University has received documentary evidence of the qualifications they hold.

More information about the visa application process and the Points Based System can be obtained from the University's International Office or from the UK Border Agency's website at

[www.ukba.homeoffice.gov.uk](http://www.ukba.homeoffice.gov.uk)

## **5. Information for Applicants**

Formal responsibility for acknowledgement of applications and communication of the outcome lies with UCAS. However, the University recognises the importance of keeping applicants informed and aims to provide effective updates (via email) at key points during the admissions process. We send a range of communications to applicants which include the following:

- Acknowledgment of the receipt of an application
- Confirmation that an offer of a place has been made
- Information about the accommodation online application process and student finance is sent to all applicants who have chosen the University as their Firm or Insurance choice
- Confirmation of meeting the terms of any offer of entry

All applicants who receive an offer of a place at the University will be sent a letter confirming this offer. Information on fees and funding, including detailed information on tuition fees and bursary eligibility, will also be included. The University will also send these applicants an invitation to attend an Experience Day and various booklets about the University.

When an applicant chooses the University as his/her Firm or Insurance choice then the University will send further information on the University and its accommodation, including details of the online accommodation system, course relevant information etc., student finance process, usually from March onwards.

Following confirmation and clearing all unconditional firm applicants will receive a Guide for New Students pack. These packs will include information on induction arrangements, enrolment and finance. Applicants for entry in September will be invited to enrol online from August.

## **6. Data Protection**

The University of Chester is committed to protecting the rights and privacy of individuals with regard to the processing of personal data. In order to fulfil its purpose and to meet its legal obligations to funding bodies and the government, the University of Chester must keep certain amounts of personal information relating to both staff and students. In doing so, the University is subject to the provisions of the Data Protection Act 1998 and the General Data Protection Regulation from 25 May 2018.

Any personal data provided in relation to an application (including data provided by UCAS) will be treated in confidence by the relevant Admissions Section and processed only in accordance with the Act and the terms of any consent given by the applicant. Data will not be disclosed to any third party unless the University of Chester is required to do so under the terms of the Act itself.

The University's Data Protection Policy explains how the University complies with its obligations under the relevant legislation, including the process for subject access requests and complaints in respect of personal data:

<https://www1.chester.ac.uk/legal/data-protection/data-protection-policy>

## **7. Complaints and Appeals Procedures**

The University of Chester is committed to providing the highest possible standard of service for all applicants.

Applicants who have a query or complaint regarding the admissions process or wish to appeal a selection decision, should, in the first instance, refer it to the relevant Admissions section for discussion. If the informal discussion does not resolve the issue, then the complainant should write to the Head of Admissions at the University (if you are a Home student) or to the Director of the International Centre (if you are an international/EU student). Thereafter, if the complainant is not satisfied with the response, the matter will be referred to the relevant Executive Dean(s) of Faculty and/or appropriate Pro-Vice Chancellor and, if necessary, to the Vice-Chancellor. More detailed information can be found at <https://www1.chester.ac.uk/other-useful-information>

Applicants should be aware that making a complaint or appealing a decision will not adversely affect any further application they may subsequently make to the University.

## **8. Staff Development and Training**

The University is committed to ensuring that all those involved in admissions are competent to undertake their roles and responsibilities. All Admissions staff undertake training and development to ensure they are aware of UCAS procedures, University policy and practice, and of national and international developments in relation to admissions to higher education.

Close liaison between admissions staff and those in the faculties/departments ensures consistency, transparency and high standards of the University's student admissions processes.

## **9. Monitoring and Review**

The Deputy Director (Marketing, Recruitment and Admissions) monitors all procedures within the University's admissions function. Procedures are reviewed on an annual basis to ensure that they continue to support the mission and strategic objectives of the University; that they remain current and valid in the light of changing circumstances, and that they are of a continuing high standard.

This policy is consistent with the UK Quality Code for Higher Education and the Schwartz Report on Fair Admissions to Higher Education: Recommendations for Good Practice, and complies with current legislation affecting the admission of students.

This Undergraduate Admissions Policy is periodically reviewed and approved by the University's Senate. The policy observes the University policies on data protection, equality and diversity, students with disabilities, safeguarding, and widening participation.

This policy is underpinned by the following relevant legislation:

Data Protection Act 2018

General Data Protection Regulation

Consumer Rights Act 2015

Equality Act 2010

Freedom of Information Act 2000

Race Relations Amendment Act 2000

Rehabilitation of Offenders Act 1974

### **Further Information**

General information about the University can be found at:

<https://www1.chester.ac.uk>

Specific course information can be found at:

<https://www1.chester.ac.uk/study/undergraduate>

For further information regarding this policy or admissions at the University of Chester please contact:

Undergraduate Admissions

Tel: 01244 511000

Email: [admissions@chester.ac.uk](mailto:admissions@chester.ac.uk)

Health & Social Care Admissions

Tel: 01244 511000

Email: [hscadmissions@chester.ac.uk](mailto:hscadmissions@chester.ac.uk)