

Hartpury University Admissions Policy 2020 Entry

Contents

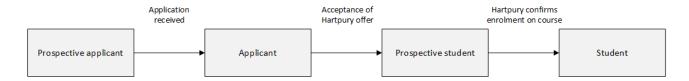
Intr	roduction	3
1	Approach to Admissions	3
2	Before you apply	4
3	Our Entry Requirements and Selection Criteria	5
	GCSE requirement	5
	A level	5
	BTEC, City and Guilds and other Level 3 Vocational Qualifications	6
	AS and Extended Project (EPQ) and similar qualifications	6
	Welsh Baccalaureate	6
	Scottish Highers/Advanced Highers	6
	Access	6
	International Baccalaureate (IB)	6
	Other International Qualifications	6
	Higher Education Qualification	6
4	Undergraduate Application Process	7
	Considering the application	7
	Interview	8
	Replying to your application	8
	Rejections	8
	Offers	9
	Fitness for Practice	9
	Confirming that conditions have been met	9
5	Postgraduate Application Process	10
	Postgraduate Taught Degrees	10
	Postgraduate Research Degrees	10
7	Mature Applicants	11
8	Arrangements for Applicants who are Under 18	11
9	Transferring from other Higher Education Providers	11
10	International Students	12

11	Deferred Applications	12	
12	Disability Information	13	
13	Data Protection and GDPR	13	
14	Accurate and Complete Information	14	
15	Disclosure and Barring Service (DBS) Clearance	14	
16	Criminal Conviction Information	14	
17	Complaints or Appeals	16	
18	Review and Feedback	16	
19	Admissions Contact Details	17	
Doc	Document Control		

Introduction

For the purposes of this document Hartpury refers to Hartpury University and Hartpury College, Hartpury House, Hartpury, Gloucestershire, GL19 3BE. The contact point for any queries about this document and process is admissions@hartpury.ac.uk.

The applicant journey is shown below from the point of initial enquiry to enrolment of a student:



1 Approach to Admissions

- 1.1 The Hartpury admissions process aims to follow the principles of transparency, fairness and consistency. Efforts are made to ensure that it is accessible, clear, inclusive, equitable and encourages applicants from all backgrounds.
- In recruiting, selecting and admitting students, Hartpury is mindful of its legal obligations including those in respect of equality and consumer protection. Hartpury is committed to valuing diversity and promoting equality in accordance with the Equality, Diversity and Inclusivity Policy (www.hartpury.ac.uk). Hartpury strives to treat all applicants with courtesy and respect, and show consideration and empathy for their well-being. Diversity and inclusion are actively encouraged in a positive learning environment.
- 1.3 This policy explains how the selection of applicants for admission is managed. It should be read in conjunction with the following policies that can be found on the website at www.hartpury.ac.uk and are also available in other formats on request from admissions@hartpury.ac.uk:
 - The Course Information Sheet and definitive document (e.g. module or programme specification)
 - Hartpury Terms and Conditions
 - Higher Education Tuition Fees Policy
 - Academic regulations (including information on the Appeals Procedure, Assessment Offences, Professional Suitability, Student Expulsion and the Withholding of Awards).
 - Student Protection Plan
 - Student Non-Academic Disciplinary Policy
 - Intellectual Property Rights Policy
 - Operating Procedure for Complaints
 - Equality and Diversity Policy

- Child Protection and Safeguarding Policy
- Fitness to Study and Reside Policy
- Hartpury General Privacy Policy
- 1.4 The admissions cycle for 2020 has seen exceptions circumstances in relation to the CORVID-19 pandemic. We will strive to ensure that students are not disadvantaged in terms of the cancelation of summer examinations and our priority is ensure students can move on as planned to the next stage of their lives, including starting university. We will be closely monitoring the guidance and are confident that our admissions processes are able to deal with these exceptional circumstances.

2 Before you apply

- 2.1 In order to assist prospective applicants in making the right choices, information on courses and entry requirements is provided in the following places:
 - Hartpury Prospectus
 - Course information pages on our website
 - The Universities and Colleges Admissions Service (UCAS) course search
 - The Course Information Sheet and definitive document (e.g. module or programme specification) available on our website
- 2.2 These information sources provide the following information:
 - the full-time and part-time HE courses offered;
 - the aims, content and structure of individual courses;
 - entry criteria for individual courses. These are expressed as typical academic offers (for people studying the UK main qualifications and a UCAS tariff score for the course) and additional skills and/or experience where necessary;
 - clear guidance about how to apply for individual courses;
 - the expected fees and other costs of being a student and financial support available;
 - likely additional costs or unusual requirements of specific courses (e.g. relating to work or study placements, field trips, materials, or equipment);
 - the services and facilities offered to students.
- 2.3 Hartpury holds regular open days as well as careers and applicant events where prospective students:
 - have the chance to visit our campus and learn about the services and facilities available;
 - learn about student life at Hartpury;

- learn about the admissions process for Hartpury courses;
- are able to speak to staff and students about courses and services.
- 2.4 Information about these events and how to attend will be provided on our website and invitations will be sent to those who have registered an interest in Hartpury.

COVID-19 update

Due to COVID-19, we have been forced to cancel all campus events until after the summer in 2020. Wherever possible, we are making replacement online events available and alternative arrangements to ensure minimum disruption to plans.

- 3 Our Entry Requirements and Selection Criteria
- 3.1 Enquiries and applications are welcomed from applicants with A Levels, vocational qualifications, the International Baccalaureate, Welsh Baccalaureate, Access to Higher Education and a wide range of other Level 3 equivalents and international equivalents.

 Applicants with a combination of these and other non-traditional qualifications are also welcome. If a qualification attracts UCAS tariff points these will be used as a mechanism for considering size and grade.

GCSE requirement

3.2 Hartpury has a standard entry requirement for all courses of five GCSEs at grades A* to C or 9 to 4 for those with numeric grades. This should include English Language, Mathematics and a science subject where applicable. Mathematics or Mathematics Numeracy will be accepted for applicants applying from Wales, unless otherwise stated in the offer. Where a course requires above a grade C or 4 in GCSE Mathematics, the Level 3 core Maths qualification will be considered as meeting these requirements.

Equivalents to GCSEs will be accepted for most courses, for example a pass in Numeracy or Communication in Functional Skills at Level 2 may be accepted as an equivalent to GCSE Mathematics. Specific entry requirements on equivalencies can be found on our Website.

If not studying GCSE, applicants should check if their equivalent qualifications can be accepted with the Admissions Team.

A level

3.3 For those studying A Levels, the entry requirements provide a summary of the subjects and grades required for course entry. For science subjects, applicants will be required to have successfully passed any associated practical skills assessment if this is an offer requirement.

BTEC, City and Guilds and other Level 3 Vocational Qualifications

3.4 For those studying level 3 vocational qualifications, the entry requirements provide a summary of the subjects and grades required for course entry. Hartpury will continue to welcome and accept applicants with relevant vocational qualifications as well as combinations of A Levels and vocational qualifications.

AS and Extended Project (EPQ) and similar qualifications

3.5 When assessing applicant suitability, Hartpury will consider AS and EPQ qualifications or similar independent learning opportunities alongside their Level 3 qualifications.

Welsh Baccalaureate

3.6 Hartpury recognises the Welsh Baccalaureate qualification alongside the requirement for the Level 3 qualification. The Welsh Baccalaureate Advanced Diploma, awarded until 2016, and the new 'Welsh Baccalaureate – Advanced Skills Challenge Certificate awarded from 2017 will both be recognised.

Scottish Highers/Advanced Highers

3.7 We welcome applicants studying Scottish Highers or Advanced Highers. We normally require a minimum of 2 higher subjects and may require these to be in specific subjects. For example courses requiring specific subject knowledge, such as Biological Science, the offer conditions will request biology is passed at higher level.

Access

3.8 Applicants with an Access to HE qualification are welcomed. Where courses require specific subject knowledge, for example Biological Science, the offer conditions will request certain modules are passed at level 3.

International Baccalaureate (IB)

3.9 For International Baccalaureate qualifications the constituent modules of the award will be assessed to determine the UCAS tariff and to ensure that the applicant has the specific skills required. For example courses requiring specific subject knowledge, for example Biological Science, the offer conditions will request certain modules are passed at higher level.

Other International Qualifications

3.10 We welcome applicants studying other international qualifications and our Admissions Team will review these on an individual basis.

Higher Education Qualification

3.11 For HE degree qualifications the subject of the award will be assessed to ensure that the applicant has the specific skills and subject knowledge required. The differential award achieved (for example 'merit' or 'upper second class honours degree') will also be used as an indicator of academic ability and potential.

4 Undergraduate Application Process

- 4.1 Applications for full-time undergraduate courses are made through UCAS. Applications that are submitted before 15 January 2020 are guaranteed equal consideration. Applications received after the UCAS 'on-time application' deadline will be considered as long as there are places available on the course.
- 4.2 Applicants who intend to apply for part-time study should submit their application through the UCAS scheme or on a part-time application form directly to the Hartpury Admissions Team. Part-time applications open in September 2019 and should be received by the end of June 2020.
- 4.3 When a course becomes full, it will be marked as closed on the Hartpury website and the UCAS course search.
- In the rare circumstances that an applicant is unable to submit an application through the UCAS system, a method of direct application will be provided. If successful, their acceptance will be registered with UCAS.

Considering the application

- 4.4 On submission, Hartpury aims to process an application efficiently and fairly. All applications are acknowledged to establish contact and invite the applicant to an open day.
 - All information provided in an application will be considered including qualifications, personal statement, reference and any additional relevant experience. Applicants can be assured of personalised and individual consideration of their application.
- 4.5 The Admissions Team will first assess whether the applicant has met the minimum entry criteria for the course. If this has been met, academic potential is assessed, taking into account various factors including, but not limited to, actual academic performance to date and predicted results for qualifications currently being studied. UCAS and NARIC will be used as a source of information for qualifications without published entry requirements or UCAS tariff points.
- 4.6 Personal statements are used in assessing each applicant's motivation and suitability for the chosen course of study. Hartpury will use the applicant's personal statement to investigate:
 - evidence of knowledge of, interest in and commitment to the subject;
 - non-academic achievement or experience in areas that align to the subject;
 - work experience and/or positions of responsibility in areas aligned to the subject;
 - interests, hobbies and pastimes;

- 4.7 The 'reference' (written recommendation from a teacher, adviser, or professional who knows the prospective applicant academically or professionally) is used to provide:
 - predictions of examination results where appropriate and where the qualifications are non-standard, to explain their meaning
 - an overall assessment of the applicant, in particular their suitability for the course of study
 - extenuating circumstances if earlier exam results are considered as a poor guide to ability
- 4.8 Part-time applications are reviewed to confirm that minimum requirements are met and that it includes the reference from a person qualified to comment on the applicant's suitability to study on the course. Programme Managers will review all part-time applications and may interview applicants, preferably at Hartpury (otherwise via telephone).

Interview

4.8 Information relating to which courses we hold interviews for can be found on the Hartpury website and UCAS course search. Interviews provide the applicant with an opportunity to demonstrate evidence of appropriate skills and attributes and will be held before an offer is made. Decisions will not be provided to the applicant at the interview.

Replying to your application

- 4.8.1 Hartpury will use UCAS as the communication channel for all UCAS applications. This will be supplemented by a postal letter, emails sent from a Hartpury email account and supporting literature sent electronically and through the post. Hartpury will communicate directly with the applicant in the case of non-UCAS applications. Correspondence will be sent, in the first instance, to applicants by email. If email is not suitable, alternative methods may be found
- 4.10 Applicants will be notified if their application has been successful or unsuccessful, and will be informed in cases where a final decision cannot be made until later in the cycle. In addition to communications about the application, further information will be sent to help with decision making and support the transition into the student body at Hartpury.
- 4.11 Applicants who have been made an offer of a place prior to April will be invited to attend an Applicant event where they will be provided with information about student life at Hartpury.

Rejections

- 4.12 Unsuccessful applicants will be informed in writing including the reason for rejection.
- 4.13 Where an offer of a place on the course applied for cannot be made, an offer on an alternative course, which better suits the applicant's academic abilities, may be made. In such cases, Hartpury aims to contact the applicant to discuss this before making a changed course offer. Notification of any course change will be made through UCAS and via letter.

4.14 Applicants who have been unsuccessful are welcome to re-apply in future years.

Offers

4.15 Hartpury will write to all prospective students confirming their offer and providing clear entry conditions. Offer letters are sent directly to the applicant's correspondence address.
Applicants that have applied through UCAS will also be able to see details of their offer in the UCAS track system.

For applicants who are deemed to have experienced, educational disadvantage or meet our priority target groups (published in our Access and Participation Plan) Hartpury may consider making lower offers.

Fitness for Practice

4.16 If a course includes study towards, or leads to professional statutory or regulatory body accreditation or validation then we may also assess the student's fitness for professional practice. The process for this is detailed in the Academic Regulations.

Confirming that conditions have been met

4.17 For applicants who have accepted conditional offers, most UK qualification results are received from the awarding bodies through UCAS. For results not received through UCAS, prospective students will be asked to send results when they receive them. Applicants who achieve the grades required by their conditional offer have their place confirmed. Applications from those who have not quite met the required grades are reviewed by the Admissions Officers and their places may be confirmed if there are places still available on their course and we believe that the student has shown sufficient academic potential to achieve on the course. In assessing academic potential we will use the information and process identified in 4.6 and 4.7 as well as the results achieved by the student. When we are unable to confirm a place on the original course we will consider contacting students to offer a place on an alternative course if places are still available.

COVID-19 update

From March 2020 interviews and assessment activity will be conducted using the telephone or on-line methods.

Correspondence after this time that previously had been send through the post will be emailed to students as a PDF to the address included in the application.

5 Postgraduate Application Process

Postgraduate Taught Degrees

- 5.1 Taught courses generally start in September or early October. Postgraduate applications can be submitted from start of September 2019 until the end of June 2020. Applications received after that date will be considered if there are still places available.
- Information on courses, including specific entry criteria can be found on course pages on the Hartpury website and in the prospectus. The application form for postgraduate study can be found on the Hartpury website at www.hartpury.ac.uk and paper copies can be sent to prospective students on request.
- All postgraduate applications are reviewed to confirm that minimum requirements are met and that it includes the referee statement from a person qualified to comment on the applicant's suitability to study on the course. Programme Managers of postgraduate courses will review all postgraduate applications and interview applicants if they consider this necessary.
- 5.6 Hartpury will write to all prospective students confirming our offer and providing clear entry conditions. Offer letters include instructions on how to accept the offer and are sent directly to the applicant's correspondence address. Unsuccessful applicants will be informed in writing including the reason for rejection.

Postgraduate Research Degrees

- 5.7 Research students may begin on 1st October, 1st January or 1st April, subject to departmental approval. Initial enquiries should be made to the Admissions Team which will make an appointment with an academic staff member to discuss proposed research ideas.
- 5.8 Applications and admissions should be made through UWE Bristol's Graduate School. More details of how to apply, including guidance notes and application forms, are available on the UWE Postgraduate Research Study website:

 www1.uwe.ac.uk/research/postgraduateresearchstudy.aspx

COVID-19 update

From March 2020 interviews and assessment activity will be conducted using the telephone or on-line methods.

Correspondence after this time that previously had been send through the post will be emailed to students as a PDF to the address included in the application.

6 Mature Applicants

A mature applicant is defined as anyone aged 21 or over at the start of their studies. Mature applicants may not have the academic requirements for a course but may have experience that is relevant to their ability to study on the course. Industry experience, experiential learning, work-based qualifications and non-academic experience are taken into account when considering applications from mature prospective students. Mature applicants may be invited to interview if they do not meet the academic entry criteria or if they haven't provided sufficient information to evidence their suitability for the course.

COVID-19 update

From March 2020 interviews and assessment activity will be conducted using the telephone or on-line methods.

7 Arrangements for Applicants who are Under 18

- 7.1 Hartpury welcomes applications from people of all ages provided they are suitable to study.

 No applicant will be refused admission on the grounds of their age, however, Hartpury has a duty of care towards all our students, employees and visitors. In the case of students joining before their 18th birthday this duty may be enhanced since they are regarded as children under UK law.
- 7.2 Students who are under the age of 18 at the time of enrolment will be required to obtain a parent, carer or guardian signature on a Registration Agreement, sent by the Safeguarding and Welfare team, to confirm they have read and understood Hartpury's safeguarding guidelines for under-18s.
- 7.3 Principles, institutional responsibilities and procedures relating to the protection of under-18s and vulnerable adult students are set out in our Child Protection and Safeguarding Policy available at www.hartpury.ac.uk

8 Transferring from other Higher Education Providers

8.1 Undergraduate students wishing to transfer to Hartpury from another HE provider should apply through UCAS prior to 30 June 2020. Consideration for entry into the second year or above will be dependent upon the content of, and achievement in, previous studies. On receipt of the application, applicants will be asked to provide information on modules they have completed and achievement levels. The Programme Leader will review these to establish if they match the learning outcomes of the Hartpury course modules and make a

recommendation to the Recognition of Prior Learning Panel, which will assess the application. If required applicants may be invited to interview to evidence their skills.

9 International Students

- 9.1 International applicants should apply for undergraduate courses through UCAS. Information on fees, deposits, scholarships and bursaries (where relevant) can be found in the International Students section our website and the Tuition Fees Policy at www.hartpury.ac.uk. The Admissions Team will support international applicants and make an assessment of fee paying status, where possible, using the information provided in the application and ensure this is consistent with government and the UK Council for International Student Affairs (UKCISA) guidance. Fee paying status will be indicated in the offer letter.
- 9.2 UCAS information and NARIC guidance on qualification comparisons will be used to ensure that course entry requirements are satisfied. In the case of international applications to our Veterinary Nursing courses, a NARIC equivalency certificate will be required.
- 9.3 International applicants for whom English is not a first language, and who are seeking to join undergraduate courses, are required to hold an IELTS certificate with a score of 6.0 (with the exception of Veterinary Nursing courses where an IELTS score of 7.0 is required). Applicants from the EU will require an English qualification at UK GCSE grade C or above (or 4 if taking new qualifications) or a TOEFL certificate. Applicants to postgraduate courses are required to hold an IELTS certificate with a minimum score of 6.5 (with the exception of Veterinary Physiotherapy courses where an IELTS score of 7.0 is required) or an equivalent qualification. Further guidance and regulations for international applicant entry requirements can be found on our website at www.hartpury.ac.uk
- 9.4 Applicants wishing to apply for a top-up course should submit their application via UCAS.
- 9.5 If a Tier 4 visa is required to study in the UK the requirements of the UK Visa and Immigration service (UKVI) must be met. When considering an application, Hartpury takes into account whether or not the applicant is able to meet the necessary UK visa requirements for the full duration of their course and reserves the right to reject an application where these requirements cannot be met.
- 9.6 Applications from asylum seekers will be reviewed and managed on an individual basis.

10 Deferred Applications

10.1 Applicants may defer their entry by one year provided they have met the conditions of their offer by 31st August of the year that they make their application and the programme is

running the following year. If applicants wish to defer by more than one year they are advised to contact the Admissions Team.

11 Disability Information

- 11.1 Hartpury aims to ensure that students with specific learning differences, developmental disorders and/or disabilities are able to follow a course of study most suitable to their needs, with appropriate support. This support will be monitored, reviewed and adapted as appropriate.
- 11.2 Information provided by the applicant in relation to disability will not be used in the initial assessment of applications. Offers to study at Hartpury may be made prior to disability and learning support information being received.
- 11.3 Applicants are encouraged to declare their disability, learning difference or developmental disorder at application stage to enable Hartpury to discuss their support needs with them and look to put timely and reasonable support in place. Opportunities to discuss appropriate arrangements and support will be offered to all applicants.
- 11.4 A member of the Learning Support Team will contact applicants who declare a disability, learning difference or development disorder and offered an individual interview to identify additional support requirements. During this process, assessment will take place to ensure that:
 - the student's expectations are fully discussed and analysed, their needs understood and assessed.
 - reasonable adjustments to meet those needs can be made.
- 11.5 Hartpury will refer to the Fitness to Study and Reside Policy, found at www.hartpury.ac.uk, when assessing the suitability of applicants.
- 11.6 Hartpury is committed, where reasonably possible, to meet the needs of all students in order that they can gain access to, and make progress on, the course of their choice. Hartpury's duties under the Equality Act 2010 will be met where adjustments to the educational environment are required.

12 Data Protection and GDPR

12.1 Data and information will be handled in a compliance with the Data Protection Act 2018 and the procedures detailed in the Hartpury General Privacy Policy at www.hartpury.ac.uk.

13 Accurate and Complete Information

- 13.1 Applicants will not be admitted on the strength of information believed to be either false or plagiarised, and reserve the right to reject or withdraw an application at any point under these circumstances.
- 13.2 Hartpury reserves the right to:
 - request additional information to verify an application;
 - put the application process on hold whilst investigating alleged false or plagiarised information;
 - withdraw the application/offer if it contains information proven false (on the balance of probability) or if the applicant refuses to provide the requested information.
- 13.3 All applicants will be required to present original academic and personal documentation prior to satisfactory enrolment. All documentation is verified by admissions staff. If any information relevant to the application is found to be false, misrepresented or inaccurate the application will be deemed void and the offer of a place may be rescinded.

14 Disclosure and Barring Service (DBS) Clearance

- 14.1 Any applicant who will be left unsupervised with children and/or vulnerable adults on a regular and sustained basis, as a compulsory part of their course, will be required to gain an enhanced disclosure certificate from the DBS prior to satisfactory enrolment. Hartpury is committed to complying with the DBS Code of Practice. Courses that require this are clearly identified in relevant publications.
- 14.2 For courses that require DBS clearance Hartpury has in place a series of procedures to review applicants with criminal convictions, and make appropriate decisions as to their suitability to study and where appropriate reside in Hartpury accommodation. Further information can be found via the following link: https://www.gov.uk/government/organisations/disclosure-and-barring-service

15 Criminal Conviction Information

15.1 Hartpury is committed to the fair treatment of students and potential students. For prospective students applying to courses requiring enhanced DBS clearance or that lead to a profession requiring DBS clearance, information on unspent criminal convictions will be collected at application stage. It will be used to ensure that prospective students can progress onto their chosen course and career path. These courses are identified on the Hartpury website and in the UCAS course search.

For prospective students applying to courses not requiring DBS clearance, information on unspent criminal convictions will be collected when the offer has been accepted. It will be

- used to ensure that Hartpury fulfils its responsibilities and obligations for the safeguarding of children, young people and adults with whom staff and students are in contact.
- 15.2 When criminal conviction information is received at application stage, the application is given a preliminary check by the Admissions Team to ensure that the applicant meets entry requirements and other basic expectations for the course. If the application is unsuccessful at this stage, criminal conviction data is not considered.
- 15.3 For courses not requiring a DBS clearance, once an offer has been accepted, information will be requested from accepted students on unspent criminal conviction for crimes relating to:
 - Any kind of violence including (but not limited to) threatening behaviour, offences concerning the intention to harm or offences which resulted in actual bodily harm;
 - Offences listed in the Sex Offences Act 2003;
 - The unlawful supply of controlled drugs or substances where the conviction concerns commercial drug dealing, trafficking, possession or possession with intent to supply;
 - Offences involving firearms, knives and weapons;
 - Offences involving arson;
 - Offences listed in the Terrorism Act 2006.

The information provided will be used for safeguarding purposes and to ensure appropriate support systems are in place for prospective students entering HE with criminal convictions.

- 15.4 Criminal conviction information is sent directly to the Head of Admissions (or nominee) who will treat criminal convictions data as confidential. If a criminal conviction has been declared, the applicant may be asked to provide written details of the nature of the offence(s), including dates, the sentence imposed and the name of the court.
 - The applicant may also be asked to give details of, and permission for the Head of Admissions (or nominee) to contact their Probation Officer in order to obtain their view on the risk of the applicant to other students and staff.
- 15.5 When this information is received, the Head of Admissions (or nominee) will consider the information provided and complete a risk assessment. They will also consider whether to offer a place or confirm the conviction is of sufficient seriousness to warrant convening the Sensitive Admissions Sub-Group to consider the matter further. The sub-group will seek opinion from the lead responsible for safeguarding and protection issues (or nominee), the Programme Manager (or nominee) of the course applied for and consult with other departments or persons as it may require (e.g. Accommodation Services/ Security/ Student Support/Student Services). In all cases the confidentiality of the applicant will be maintained and personal information will only be made available on a need to know basis.

The group will consider all the information and evidence and assess the risk that the applicant could pose to themselves and/or fellow students, its members and visitors. Admission will only be refused if this risk is considered one that cannot be reasonably mitigated.

- 15.6 The group will consider if the offer of the place should:
 - remain with no restrictions;
 - remain with restrictions (for example the prospective student may not be provided with a place in Hartpury managed accommodation);
 - be withdrawn.
- 15.7 The decision will be communicated to the applicant in writing with an appropriate reason provided.
 - Where an offer remains, the outcome and any appropriate additional support arrangements will be discussed with the applicant.
- 15.8 If an applicant is found to have failed to declare a relevant offence at any stage throughout the acceptance to enrolment process, this could give grounds for rejecting the application or, if the applicant has become a registered student, exclusion from Hartpury.

16 Complaints or Appeals

- 16.1 Hartpury is firmly committed to the fair and professional handling of complaints. Applicants will be given feedback when decisions are made in relation to their application and have the right to complain about the way their application has been processed if they feel it has not be treated in accordance with our principles.
- 16.2 All reasonably practicable steps to resolve complaints informally are taken in the first instance. If the complaint remains unresolved, then a formal written complaint can be addressed to the Chief Operating Officer. This may be either on a confidential complaint form, by letter or by email (addressed to complaints@hartpury.ac.uk). The Operating Procedure for Complaints, including timescales involved in making a complaint and the appeal process, can be found at www.hartpury.ac.uk

17 Review and Feedback

17.1 Hartpury has put in place arrangements for regularly monitoring and reporting on the admissions process. This may include collecting and analysing reports, analysis of data and statistics on applications, offers and acceptances, to ensure fair and consistent application of the admissions policy across Hartpury; and reflection on how internal and external

developments have impacted upon the admissions process. The Admissions Policy will be reviewed annually in the light of experience, research and best practice.

17.2 Hartpury is committed to listening to feedback. Comments on this policy can be sent via email to admissions@hartpury.ac.uk.

18 Admissions Contact Details

admissions@hartpury.ac.uk or 01452 702244.

Admissions Team

Hartpury University and Hartpury College Hartpury House

Gloucester

GL19 3BE

Other Useful contact details

International 01452 702344 international@hartpury.ac.uk

Accommodation 01452 702352 accommodation@hartpury.ac.uk

Finance 01452 702148 finance@hartpury.ac.uk

Learning Support 01452 702447 learningsupport@hartpury.ac.uk

Document Control

Date last approved	July 2019
	March 2020
	Adjusted to include responses to the COVID-19 pandemic
Policy Owner	Head of Admissions
Approving Committee	Strategy, Finance and Resources Committee
Status	Approved