



University of
Salford
MANCHESTER

Admissions Policy and Guidance (including Applicant Complaints Procedure)

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Student Administration**

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1.0 Principles

The University of Salford is friendly and welcoming and is shaped by the values of honesty, integrity, quality and difference. The University's vision is built on the basis of enrolling applicants with attainment and potential, who would benefit from higher education. Its admissions criteria play a key role in enabling the University to demonstrate a flexible approach and, where appropriate, make adjustments for individual applicants (for example, disabled applicants or those who have faced exceptional circumstances). As such, the University promotes equality of access and opportunity, whilst supporting success through the admission of students appropriately equipped to engage with their programmes of study.

The University is resolute in providing a professional applicant experience through ensuring that all applications are handled in a consistent, fair and transparent way and that its policies, procedures and practices facilitate this. The Admissions Policy has been developed to make sure that applicants are not disadvantaged on the grounds of age, disability, gender reassignment, race, religion or any other protected characteristic as defined in the Equality Act 2010. The University is committed to ensuring that:

- its selection policies, procedures and practices are transparent and are followed fairly and consistently;
- information concerning applicants is processed in accordance with the Data Protection Act 1998;
- admissions decisions are made by those capable and authorised to make the required judgements.

All decisions are made in line with entry requirements, and all applicants are considered in terms of their eligibility to complete the programme of study successfully. The University is committed to widening participation to higher education, and aims to encourage and support a diverse student population.

The University's Admissions Policy outlines the way in which the University adheres to these commitments, and to the expectations and indicators within Chapter B2: Recruitment, selection and admissions to higher education of the QAA UK Quality Code for Higher Education, Part B: Assuring and Enhancing Academic Quality.

Admissions policy, procedure and practice are also guided by the principles articulated within the Schwartz Report of the Admissions to Higher Education Steering Group 2004 (available at <http://www.admissions-review.org.uk/>).

2.0 Scope

2.1 To whom this Policy applies

This Policy applies to:

- All applicants for taught and research programmes being delivered at the University of Salford.
- All modes of study and all programmes regardless of location, including study delivered via collaborative partnerships.
- Applicants who have applied for non-credit bearing programmes.

This Policy should be read in conjunction with the University's Regulations (Academic Regulations Taught Programmes and Academic Regulations Research Programmes <http://www.salford.ac.uk/geo/regulations>), specifically the sections entitled: "Admission of Students".

All members of staff and students involved in the recruitment, selection and admission of students to the University should comply with this Admissions Policy.

2.2 Collaborative partnerships

The University works collaboratively with partner organisations to deliver programmes both in the UK and overseas. A formal, written agreement between the University of Salford and the partner institution specifies how responsibilities are managed for the recruitment, selection and admission of students.

2.3 Definitions

In this Policy reference to:

- Home/EU applicants or students: refers to those who are from any of the following: the United Kingdom, member countries of the European Union, Switzerland, Iceland, Norway and Liechtenstein.
- Overseas applicants or students: refers to applicants and students other than Home/EU applicants or students.
- School: refers to the academic unit of the University through which programme provision is provided.

2.4 Applicants' Personal Data

Information regarding applicants is confidential between designated parties. The University is registered as a Data Controller with the office of the Information Commissioner as required under the Data Protection Act 1998. The University processes prospective student data in accordance with the Data Protection Act and for the purposes notified to the Information Commissioner. All admissions staff are aware of the confidential nature of applicant information and are required carry out their duties in accordance with the University's Privacy Statement, Data Protection Policy and Information and Records Management Policy.

3.0 Role of the Admissions Service

- 3.1** While programme specific admissions requirements are set by Schools, the execution of the admissions decision, including evaluation of previously awarded qualifications and application of selection criteria, is undertaken by the centralised Admissions Service. The Admissions Service is responsible for managing admissions processes and procedures in line with University's policies, providing detailed support, training and advice to staff, enquirers and applicants.
- 3.2** All members of staff with responsibility for the admissions processes are given appropriate training and guidance in order to fulfil their roles competently, including interview and selection techniques, inclusivity, diversity and disability awareness. In-depth guidance is also provided in light of any national changes or institutional changes to admissions policy or procedures.
- 3.3** In order to ensure consistency and fairness in making decisions to offer places, the general principles and procedures set out in this Policy are followed by staff members based in the University's centralised Admissions Team. Any variations in process will be detailed on the University's Course Finder web pages. <https://www.salford.ac.uk/>

4.0 General Entry Requirements

- 4.1** The University is committed to providing clear and accurate information that supports applicants to make an informed decision about their programme of study. Entry criteria are set by the University's Student Number Planning and Fees Group and are published on the University's Course Finder website. The University's General Entry Requirements for Admission to All Programmes of Study are specified in Appendix 1. Additional specific criteria may also apply for some programmes and where this applies Course Finder states this clearly for the programme concerned. <https://www.salford.ac.uk/>
- 4.2** The University presents entry criteria using UK terminology. If applicants hold other qualifications awarded outside the UK, the University will assess the equivalency of these qualifications in order to make a decision. Applicants in this position should be advised to contact the University Admissions Team as soon as possible and, prior to making an application, to check the equivalency of their qualification.
- 4.3** Academic and non-academic entry requirements are reviewed annually in line with the University's aim to provide fair and equal access to all prospective students who have the potential to benefit from and contribute to a quality education on their chosen programme. In line with Equality legislation, the University where possible considers exercising flexibility in response to individual applicants requesting adjustments to additional selection methods.
- 4.4** Any adjustment requested must be brought to the University's attention as soon as possible in order to be considered in a timely manner. Any requests must be clearly evidenced, and failure to do so may lead to an application being rejected.
- 4.5** In order to comply with the requirements of relevant professional bodies, applicants to certain vocational or professional programmes may be required to pass checks by the Disclosure and Barring Service, or to demonstrate medical fitness to practise prior to

being admitted. Applicants will be advised if these or any other conditions apply when they are made an offer of a place. Applicants should be advised to check the University's Course Finder webpages for the programmes where a Disclosure and Barring Service check is required as part of the selection process. <https://www.salford.ac.uk/>

5.0 Minimum Entry Requirements

- 5.1** The minimum entry requirements for the University's degree programmes, together with the range of qualifications accepted for admission, can be found on the University's Course Finder webpages <https://www.salford.ac.uk/>, with detailed information published on each programme profile. Further advice on specific entry requirements is available from the University's Admissions Team via <http://www.salford.ac.uk/contact-us>.
- 5.2** The University requires all applicants to have a minimum level of literacy and numeracy, at least Grade C or 4 in both GCSE English and GCSE Mathematics or equivalent.
- 5.3** For undergraduate entry, the University considers a range of level 3 qualifications e.g. A-level, BTEC, as a means for applicants to demonstrate that they have the pre-requisite knowledge and skills required to undertake degree level study. Offers are normally expressed in UCAS tariff points, with specific qualifications stated.
- 5.4** For postgraduate entry, the University normally expects applicants to have at least a Bachelor degree with second class honours or equivalent awarded by a UK higher education institution, or a comparable qualification from a recognised overseas higher education institution.
- 5.5** In addition to the requirements noted in 5.4 above, applicants seeking admission for postgraduate research will be required to submit a basic outline of a research thesis, together with two references, for an admissions assessment to take place.
- 5.6** There are recognised progression routes available for advanced entry from qualifications such as Higher National Certificates or Foundation Degrees.
- 5.7** The University performs rigorous anti-fraud checks to ensure that all applicants' qualifications are genuine and correct. The University therefore reserves the right to check and verify the authenticity of qualifications at any point in the admissions process. Successful applicants will be expected to provide copies of their documentation prior to registration and, where appropriate, produce originals or true certified copies to be produced by the end of the University's registration period.

6.0 Salford Alternative Entry Scheme (SAES)

- 6.1** The Salford Alternative Entry Scheme (SAES) is specifically designed for people who would welcome the chance to study for an undergraduate degree, but who have not gained the traditional entry qualifications. The scheme also provides an opportunity to school/college leavers who, through extenuating circumstances, fail to gain the grades they had expected at A-Level or equivalent. The scheme requires applicants to undertake an entry examination.

6.2 Applicants wishing to be considered for entry through SAES will first need to apply for their chosen programme through UCAS. Once the University has received an application it will assess it and, where appropriate, recommend the SAES route for eligible candidates. Applicants who are recommended for the scheme will be notified via the offer received through UCAS, or via communication from the Admissions team. Applicants should be aware that for some programmes minimum entry requirements apply (e.g. GCSE grades), and applicants will require these in order to proceed with access via SAES. Eligible applicants will be made aware of the examination dates (sittings are in June and September) nearer the time.

6.3 For more information regarding alternative entry routes to the University, please see the following webpage: <https://beta.salford.ac.uk/salford-alternative-entry-scheme>

7.0 Admission with Credit

7.1 The University welcomes applications from individuals with prior learning (certificated or uncertificated) which fulfils some of the learning outcomes of a programme for admission with credit to an appropriate point on that programme. Applications from these individuals are assessed on a case-by-case basis.

7.2 Applicants are required to demonstrate evidence of their relevant prior learning, motivation, potential and ability to study their chosen programme. Advice and guidance can be accessed from the University's Student Experience and Support Team, the contact details for which can be found at the end of this Policy.

7.3 The decision to award prior credit will be taken in line with University academic regulations and the APL Institutional Framework. For further information, please refer to Section 5.4 entitled: "Accreditation of Prior Learning" within the [University's Academic Regulations for Taught Programmes](#).

8.0 English Language Requirements for Non-Native English Speakers

8.1 The University's teaching, research and assessment activities are undertaken in English. The University therefore requires applicants who are not native speakers of English to provide proof that they meet the required standard for their programme.

8.2 The standard University English language entry requirement is IELTS 6.0 with no component score below 5.5, but some programmes may require a higher entry level, such as an IELTS score of 6.5 or 7.0. Further details are available from the University's International webpage via: <http://www.salford.ac.uk/international/entry-requirements>.

8.3 English Language requirements for the International Foundation Year comprise a score of 4.5, together with a writing score of 4.5 and no score below 4.0 from the IELTS. Further programme restrictions may also apply. Please refer to <http://www.salford.ac.uk/ug-programmes/international-foundation-year>

8.4 The University accepts a number of alternative qualifications as meeting its English Language requirement for degree level study in line with UK Home Office requirements.

These alternative qualifications are documented at

<https://beta.salford.ac.uk/international/english-language-requirements> An offer of a place is conditional on successful completion of one of the alternative qualifications, a Secure English Language Test (SELT) or the University of Salford's pre-sessional English Language programme. For more information regarding language and other academic requirements please see the following webpage:

<http://www.salford.ac.uk/international/entry-requirements>

- 8.5** The University will revise its offer of a place to conditional where an applicant, who had previously provided an acceptable alternative qualification as a means of meeting the University's English language requirement, but subsequently achieves lower attainment through a more recent test certificate, or the validity of the original certificate has expired. The revised offer will be conditional on the applicant attaining the required English Language level for the programme of study applied for. Where more recent evidence is provided by an applicant that does not meet the English entry requirements for the programme but exceeds the Home Office's minimum of CEFR Level B2, it is at the discretion of the Admissions Team whether an English condition should be applied.
- 8.6** The University reviews its English language entry requirements on an annual basis to ensure rigorous academic standards are maintained and are in line with any change in UK government legislation.

9.0 Selection process

- 9.1** Applications are assessed by admissions staff on the basis of information provided on the relevant application form. All applicants are assessed as individuals against the entry criteria for the programme and are given fair and equal opportunity to demonstrate relevant skills and provide supporting information where required. An applicant's most recent academic performance is taken into account when assessing their suitability for entry. For some specific or highly competitive programmes, or those requiring professional registration, additional selection approaches are applied in addition to the information provided on the application form (e.g. interviews, auditions, aptitude tests, references, personal statements, portfolio submission or assessment). In this instance, the University acknowledges admissions processes will vary to some extent. Where programmes have additional assessment or selection criteria, this information is documented on the University Course Finder webpages and applicants are encouraged to review those pages carefully before applying. <http://www.salford.ac.uk/>
- 9.2** Applicants will be expected to provide full, clear and accurate details of one referee for undergraduate and postgraduate programmes (two referees are required for postgraduate research study) as part of the recruitment process. The University views the information provided by referees as a crucial element of the selection process and as such reserves the right to request additional reference(s) if the information previously provided is not sufficient.

10.0 International Applicants requiring a Tier 4 visa for studies in the UK

- 10.1** The University welcomes applicants from across the globe, and believes that a diverse population enriches the academic, social and cultural experiences of all students. Overseas applicants must comply with the immigration laws, rules and guidance of the

UK, and satisfy the requirements of the Home Office.

10.2 The University reserves the right to reject an application, cancel or withdraw an offer on the basis of an application that does not meet UK immigration requirements. UK immigration requirements may change at any time (including at short notice) and, where this happens, the University will do what it can to assist applicants, but such changes are outside the University's control and the University cannot be held responsible for any adverse consequences.

11.0 Applicants on other forms of time limited immigration leave

11.1 The University has an obligation to maintain immigration control, and all applicants who have time limited immigration leave must provide this information as part of the admissions process. The University reserves the right to reject an application, cancel or withdraw an offer on the basis of an application that does not provide certifiable evidence of their time limited immigration leave.

11.2 Applicants whose main purpose to be in the UK is for any matter other than full-time degree level study, e.g. work, are encouraged to contact the Admissions Team prior to making an application to clarify that their status allows them to do so.

12.0 Academic Technology Approval Scheme (ATAS)

12.1 Applicants to programmes which have been identified as requiring an ATAS Clearance Certificate must provide this Certificate to the Admissions Team as one of the offer conditions to be met. Applicants are informed of this requirement in their offer letter. For more information please see the following website:
<https://www.gov.uk/guidance/academic-technology-approval-scheme>

13.0 Deposit

13.1 As part of the requirements of the Home Office, the University requires international applicants to pay a deposit, or provide a letter of sponsorship from a sponsor recognised by the University, for each year of study, in order for an unconditional offer letter to be released. If an applicant who has paid a deposit is unable to join the first year of their programme of study, the deposit paid will only be refunded if:

- a. the applicant satisfies the University that they have not already used the University's confirmation of acceptance for studies (CAS) number to obtain a Tier 4 Visa or, having used that CAS, the applicant is refused a Visa (unless the reason for refusal is the use of fraudulent or misleading information or documents); and
- b. the deposit was paid using a lawful payment method.

Where a refund is possible it will normally be processed within 14 days.

14.0 Assessment and confirmation of results

14.1 Applicants are responsible for providing all information relating to their offer to study at the University in sufficient time to allow arrangements to be made to join the programme.

- 14.2** As part of the admissions process, scanned colour copies of documentation will be accepted in the first instance where an applicant has qualifications outstanding and is unable to provide original documentation confirming their results.
- 14.3** As part of the registration process, all applicants must provide written proof of the qualifications they have stated they have been awarded to fully meet the terms of their offer and requirements for registration. The University will accept the following documentation: certificate of results, official transcript, or written confirmation on letter headed paper from the appropriate awarding body confirming the applicant's results. In exceptional circumstances, the University may accept certified copies.
- 14.4** The University is aware that applicants are not always able to provide this information in good time due to matters outside of their control and, as such, applicants are given until the end of the registration period to do so. Applicants in this position are informed of the relevant final date by which they can provide their documentation as part of the communications informing them of how to complete registration. Final decisions are made on the basis of official results provided by the applicant and/or educational provider.
- 14.5** For undergraduate study, where results or certificates have not been received and verified by UCAS, a certificate, official transcript, or written confirmation on letter headed paper from the awarding body must be received by the University by no later than 31 August of the year the applicant is applying to join their programme.
- 15.0 Exceptional Circumstances**
- 15.1** The University understands that some applicants may have experienced exceptional events that have impacted negatively on their studies, resulting in qualifications not being completed to the standard normally required by the University. The University will assess any submission of exceptional circumstances on an individual basis, and normally expect a letter or reference to be provided from a teacher, medical practitioner or other relevant profession outlining the circumstances. The mitigating circumstances may be taken into account as part of the final decision making process. However, it must be evident that the applicant is capable of completing their chosen programme, and the University's decision in these cases remains final. Applicants wishing to make the University aware of such exceptional circumstances should contact the relevant Admissions Team, (details can be found on the applicants offer letter), who will then undertake the necessary assessment.
- 16.0 Terms and Conditions of Offer**
- 16.1** The offer letter includes a link to the University's standard terms and conditions which are binding on all applicants who accept offers. Applicants should read the terms and conditions carefully before accepting the offer and store this information in a safe place for future reference.
- 16.2** Each offer is specific to an applicant's individual qualifications and circumstances. Applicants are normally required to meet any outstanding conditions set by the University by 31 August of the year of entry unless otherwise stated in the prescribed

programme or professional body requirements, or the University makes an exception, even if the offer is deferred for entry to the following academic year.

16.3 Unconditional Offers

An unconditional offer means that an applicant has met the academic and non-academic entry requirements, and has been accepted onto their chosen programme of study at the University of Salford

16.4 Conditional Offers

A conditional offer means that the University will offer an applicant a place providing certain conditions which are specified in the offer are met. Conditions depend upon the level and programme applied for. For example, for undergraduate level study, the conditions could typically include the completion of outstanding qualifications or meeting minimum GCSE English Language and Maths requirements. The offer is normally expressed in UCAS tariff points, and for some programmes will specify particular qualifications in named subjects, e.g. GCE A-level Mathematics for engineering programmes.

- 16.5** At postgraduate level, in addition to the required minimum second class honours Bachelor degree or equivalent, applicants may be required to pass an interview successfully, provide reference(s) that are satisfactory to the University or submit a portfolio of work.

17.0 Unsuccessful applications

- 17.1** Applicants will be notified if their application to a University programme has been unsuccessful. Applicants will be informed via UCAS Track if undergraduate or via e-mail for other routes of entry. Applicants who are unsuccessful and wish to find out the reason for this should, in the first instance, refer to the academic and non-academic entry requirements stated on Course Finder for the programme applied for. If after reviewing this and further information is required, applicants should refer to the “Feedback to applicants” section in this Policy.

18.0 Withdrawn application

- 18.1** An application may be withdrawn either by the applicant, or by the University. At Undergraduate level in most cases, if the University withdraws an application the reason will be displayed on UCAS Track.
- 18.2** The University reserves the right to withdraw an offer for any reason at any time before it is accepted by an applicant. In cases where candidates are required to attend an interview or audition as part of the application process, applications may be withdrawn if a candidate fails to attend without making contact with the University, or if an applicant is unable to attend and an alternative date cannot reasonably be found.
- 18.3** If an applicant wishes to withdraw from the programme after accepting the offer, they must e-mail the relevant admissions team, the contact details of which are stated on the offer letter.

19.0 Deferred Entry

19.1 The University welcomes applications for deferred entry. Applicants wishing to defer their entry are asked to make a written request to the specific Admissions Team stated on the offer letter. The maximum length of deferral which will be considered will be one year. Requests may be turned down if an applicant is unable to meet revised entry criteria, or if the University does not intend to deliver a programme in a subsequent academic year. Any applicants who have applied via the UCAS system must meet all conditions of their offer by 31st August in the year in which they have applied to the University, in accordance with UCAS regulations.

19.2 If an international applicant defers entry before obtaining a Visa, the University will carry over any deposit which has been paid to the next available entry date. However, if an applicant defers entry after obtaining a Visa, they will lose their deposit and will need to re-apply for a Visa and pay a further deposit.

20.0 Feedback to Applicants

20.1 Unsuccessful applicants may wish to request feedback on the reason for the outcome of their application. All requests for feedback must be made in writing or where agreed, via email to the relevant Admissions Team (see rejection letter for details), and signed by the applicant or from the email address listed on their UCAS form or the University's student admissions system. Generally where applicants request feedback on why they have not been admitted, feedback will be given. Applicants are encouraged to request feedback within 14 days of receiving notification of their unsuccessful application to ensure that it is relevant and useful. If feedback is requested after this date the University may not be able to provide it.

21.0 Important Information required for Applicants

21.1 The University is committed to ensuring that applicants have access to all the information they require to make an informed decision about choosing to study at the University of Salford.

21.2 The University makes information about the University, including its facilities and its terms and conditions, rules, regulations, policies and procedures, and about its programmes of study, available to prospective applicants and applicants through its website, prospectus, Course Finder, at Open Days and Applicant Visit Days, and via other sources such as UCAS.com and Unistats. Although every effort is made to ensure this information is accurate, it is prepared some time in advance, and as such the information in Course Finder (and ultimately, where an offer is made, the offer letter) should be regarded as the most current and definitive sources of information.

21.3 There may be occasions where changes to a programme may occur:

- a. changes to a programme or a module have to be made, such as where they are for the benefit of the students studying that programme; or
- b. where the University has to comply with new or modified laws or regulations or rules of professional bodies e.g., Nursing and Midwifery Council; or

- c. a programme needs to be discontinued or suspended, such as where a programme is no longer viable to run (e.g. because of insufficient demand) or;
- d. where a programme will not give students the appropriate educational experience or;
- e. where accreditation for that programme is withdrawn, or;
- f. where other unforeseen circumstances arise which are outside of the University's control.

21.4 The University is aware that when an applicant accepts an offer it is entering into a contract which places responsibilities on both parties. The University takes its responsibilities seriously and, if a significant change to a programme is required or a programme is discontinued or suspended, it will contact all applicants at the earliest opportunity, explaining the reason for the change and offer opportunities for further discussion with colleagues from the relevant School. Applicants who are adversely affected will have the option of switching to a suitable alternative programme available with the University or, if there is no suitable alternative available, may withdraw from the University. If there is an alternative programme available at another provider which an affected student prefers, the University will assist him/her, so far as it is able, with the practicalities of switching to that programme. The occurrence of such events after registration for a programme should be exceptional.

22.0 Applicants with Disabilities, Long Term Health needs or Specific Learning Needs

22.1 The University strongly encourages applicants with a disability, long term health need or specific learning need, to disclose the relevant information as early as possible in order to assess the support which they would require and to determine the extent to which it would be reasonable for support to be provided. This can include contacting the Learner Support Service in the Student Life Directorate prior to entry for advice on funding and adjustment. Any delay in providing the necessary information for the University to make an assessment may result in a delay to any reasonable adjustment being made. Applicants are reminded that in some instances it is not always possible to make adjustments.

22.2 Where required, individually tailored support can be arranged for Open Days, Applicant Visit Days, interviews and portfolio assessment, and to facilitate these applicants are asked to inform the University in good time of their intention to attend.

22.3 In certain circumstances, such as where programmes require applicants to possess minimum core skills and competencies without requiring reasonable adjustments, it may not be possible for an individual to undertake such programmes. Where this is the case the University will assist the applicant to identify an appropriate alternative programme.

22.4 All students studying on professional and/or clinically related programmes will be required to demonstrate progression towards competent and autonomous practice. Students with a physical or learning disability will be assessed to ensure that (1) they have the requisite minimum core skills and competencies required by students to complete those programmes and to subsequently be employed in the applicable professional or clinically related setting and (2) the provision of support through reasonable adjustments which the students require is appropriate for each level of study and for their first post with a suitable employer. Such support can only be provided if the student is prepared to declare their disability or specific learning need and negotiate their support plan with academic and clinical staff responsible for their learning. Applicants are reminded that there is no guarantee that adjustments can be made.

23.0 Criminal Convictions

23.1 As part of its duty of care, the University asks all applicants with unspent criminal convictions to disclose them should they choose to pick Salford as their 'Firm' choice, and to provide relevant information upon request. A criminal conviction is not in itself an automatic cause for rejection. For further information please refer to the Applicants and Students with a Criminal Conviction Policy. See Related Documentation section for more information.

23.2 Applicants applying for programmes mainly allied with the healthcare profession normally require a Disclosure and Barring Service (DBS) clearance check as a condition of entry, (i.e. those programmes, placements and work experience that involve regulated activity relating to children and/or regulated activity relating to adults are subject to additional checks). For information regarding the University's policy in this area please refer to the Student Vetting Policy, a link to which can be found in the Related Documentation section.

23.3 Applicants who fail to accurately and fully declare a criminal conviction and are admitted without the required investigation, may have their applications rejected or offers withdrawn or (if, at the time the University becomes aware of the failure to declare, they have already registered as students) they may be expelled in accordance with the Student Disciplinary Procedure (or the Fitness to Practise Procedure). Future applications from such applicants may also be rejected.

24.0 Applicant Conduct

24.1 The University is committed to ensuring that any interaction with an applicant is conducted in a professional and courteous manner and it expects that any communication from an applicant is conducted in the same way. Applicants are directed to the Student Code of Conduct which, whilst setting out expectations for registered students, offers guidance about expected standards of behaviour.

24.2 The University will not tolerate inappropriate behaviour or language towards its staff during the admissions process. Hostile, aggressive and inappropriate behaviour or language and excessive levels of contact will be viewed seriously and may adversely affect the consideration of an application or complaint regarding the admissions process. The University will warn an applicant when their behaviour or language is inappropriate and

should this continue, then action will be taken. Where behaviour or language is particularly inappropriate, then action will be taken immediately. The University reserves the right to reject or withdraw an offer based on an applicant's behaviour. This is from the point of making an application and not prior, and can include, but is not limited to, behaviour during a visit to the University (such as attending an interview or general visit to the university and University organised offsite events for applicants), behaviour in correspondence with the University or behaviour on social media.

24.3 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. We therefore expect applicants to apply the same standards of conduct online as they are expected to apply offline.

25.0 Appeals Against Misconduct Decisions During the Admissions Process

25.1 The University operates a three-stage process for appeals against misconduct during the admissions process.

25.2 Stage 1

25.2.1 Applicants may express concerns about any aspect of their dissatisfaction with the decision to withdraw their application due to misconduct, to a member of the University Admissions Team. Staff will make every reasonable effort to explain procedures, allay concerns or otherwise respond to the issue raised. These discussions may be by telephone, email or other contact and, as appropriate to an informal process, a written record will not necessarily be kept.

25.2.2 In the first instance all applicants undergraduate, postgraduate taught and postgraduate research should ideally contact the Admissions Team at applications@salford.ac.uk.

25.2.3 Applicants concerned about the reason for an unsuccessful application due to misconduct should, before appealing a decision, obtain feedback from the appropriate School or from the University Admissions Office about the reasons for the decision not to offer a place to study. Feedback will be provided within 14 days of receipt of communication. An appeal may be submitted subsequently if the applicant believes the decision contained any element of unfairness or error.

25.3 Stage 2

25.3.1 Appeals must be made in writing (by dated letter) or email to the Head of Admissions. They must provide:

- applicant name, address and application/person ID;
- programme title;
- specific details of the appeal with any supporting evidence, documents or correspondence;
- a statement of the action/remedy sought if the complaint/appeal is successful.

25.3.2 The Head of Admissions has expertise in all admissions matters but will consult a panel consisting of a senior member of the Admissions teams who is independent from the case under consideration and the appropriate Director of Admissions or Admissions Tutor in order to make a collective informed decision regarding the appeal. The panel will therefore review all cases independently. They will determine the nature of the investigation required in each case and are responsible for securing School cooperation with agreement on outcomes.

25.3.3 The Head of Admissions will acknowledge all formal complaints/appeals within 7 days of receipt and is responsible for communicating a timescale for any investigation to the applicant.

25.3.4 A full written statement of the outcome of any investigation will be provided to the applicant. This will normally be within 4 weeks of a final decision.

25.4 Stage 3

25.4.1 If an applicant is not satisfied with the decision taken in respect of an appeal under Stage 2 above, they can request that the case is looked at by the Director of Student Administration. Such a request should state the grounds for appeal, which should meet one of the following criteria:

- that there were procedural irregularities in the investigation of the complaint by the Admissions Panel;
- that the finding of the investigation was inappropriate in light of the evidence.

25.4.2 Requests must be made by dated letter or email to the University Secretary within 14 days of receipt of the outcome of a Stage 2 complaint or appeal.

25.4.3 The Director of Student Administration is responsible for establishing whether the Stage 2 investigation was conducted fairly and that all decisions relating to it were reasonable and justified in the light of the evidence. New evidence will not normally be permitted at this stage. The Director of Student Administration's decision on whether any new information may be submitted is final. The Director of Student Administration may call upon the assistance and expertise of other University staff members to inform judgement but is not required to do so. Their decision on an appeal is final and there is no further right of or process for appeal within the University.

26.0 Fraud, Omission and Plagiarism

26.1 The University takes the submission of fraudulent applications or fraudulent qualifications very seriously. Applicants who falsely declare their qualifications or any other information as part of their application, including the omission of information relating to any previous qualifications studied (whether or not these were completed), or who make any misrepresentation in their application (e.g. through plagiarism) may have their applications rejected or offers withdrawn or (if, at the time the University becomes aware of the misconduct, they have already registered as students) they may be expelled in accordance with the Student Disciplinary Procedure or the Fitness to Practise Procedure. Future applications from applicants who commit such misconduct may be rejected and the University may inform relevant external bodies. Suspected criminal conduct may also be reported to the University's Security Service and the Police.

27.0 Under 18 Policy

27.1 Applications to all programmes will be assessed using the standard entry criteria for each programme, irrespective of the applicant's age on entry. Applicants who will be under 18 at the point of registration for their programme, should be aware that they are applying to

study in an adult environment. Admission of applicants who will be under 18 at the point of registration will need to comply with the Admission of Students under the Age of 18 Policy. See Related Documentation section for further information.

27.2 The University is unable to issue a CAS for any applicant requiring a Tier 4 Visa who is aged under 16 at date of programme commencement as it does not hold a Child Sponsor Licence.

27.3 Due to Home Office requirements, the University is unable to offer a place on programmes suitable for Short-term study visas to overseas applicants under 18 at date of commencement.

28.0 Assessment of Tuition Fees

28.1 The University will use information on nationality, country of birth and country of domicile provided on the application form to assess whether the applicant will pay Home/EU, Islands or Overseas tuition fees. If the information provided by the applicant is unclear, or the University requires further information for a decision to be made, a fee assessment form will be sent to the applicant via email. All fee status classification decisions will be made in line with the United Kingdom Council of International Student Affairs (UKCISA) guidance.

28.2 Student Finance England will undertake its own assessment of a student's tuition fee status to determine eligibility for funding.

28.3 Applicants who are required to provide further information, are reminded to do so promptly, (no later than 14 days from the date of the request was made for the information), as failure to do so could result in applicant being assigned a fee status which is incorrect. In addition, applicants who have applied via UCAS and have been made an offer of a place must have provided all necessary information for an assessment of fees to be made by June 30 of the year of entry they intend to join the University. Failure to do so could result in the offer being withdrawn.

29.0 Admissions Complaints Procedure

29.1 The University of Salford is committed to delivering a high quality, efficient and fair admissions process. In the event that an applicant wishes to make a formal complaint, the University will follow the procedure below which ensures that all complaints are dealt with fairly, promptly, consistently and with due regard to the Equalities Act. For the avoidance of doubt, the University will only correspond with the applicant, unless the applicant has provided written permission for the University to discuss their application with a third party.

29.2 Complaints will not be considered:

- About matters of academic judgement regarding an applicant's suitability to study a programme;
- About an applicant's failure to satisfy non-academic requirements specified by external agencies for a particular programme (except in respect of criminal records)

checks – these complaints will be considered);

- If they are submitted anonymously.

29.3 If the complaint is upheld the University may decide to either:

- i. uphold the complaint, in which case the matter will be referred back to the Head of Admissions to reconsider the application; or
- ii. reject the complaint.

29.4 Informal Procedure

29.4.1 Most complaints can be resolved satisfactory at this stage. The applicant should first raise their complaint in writing using the form accessible via the University's website: <http://www.salford.ac.uk/study/undergraduate/applying/complaints>. Complaints received by any other communication will not be considered.

29.4.2 To ensure proper and timely consideration, complaints should be made promptly and, in any event, within three months of the conclusion of the admissions process against which the complaint is being made. Complaints made outside of this time frame will not be considered.

29.4.3 Upon receipt of the information received, the Head of Admissions will take forward the investigation and respond as required and, depending on the nature and extent of the complaint, normally within 21 days.

29.5 Formal Procedure

29.5.1 If the applicant is dissatisfied with the response received from the Head of Admissions or Admissions Manager, they should submit a written complaint to the Director of Student Administration, within 21 days of receiving the response (30 days for non- UK-based applicants). The Director's contact details will be included in the communication sent to the applicant in the University's response to the informal complaint. Any complaint received out of the timeframe will not be considered.

The complaint should be set out to include the informal steps that have already been taken and details of any response received from the University, a statement as to why the applicant remains dissatisfied and the outcome the applicant is seeking

29.5.2 The Director of Student Administration will acknowledge receipt of the complaint within 7 days and will investigate the complaint and submit a written response to the complainant within 14 days. The response from the Director of Student Administration, will be considered as final and no other route of appeal is permissible.

29.5.3 Where an applicant has already enrolled at the University, a Completion of Procedures letter will be issued informing the applicant about the scheme of the Office of the Independent Adjudicator for Higher Education.

30.0 Related Documentation

The following documents can be found on the University Policy & Procedure

pages <http://www.salford.ac.uk/policies> or under 'P' via the Staff Channel A-Z index.

- [Student Vetting Policy](#) (Organisational Governance)
- [Applicant & Criminal Conviction Policy](#) (Academic Governance)
- [Admission of Students under 18 years Policy](#)
- [Academic Regulations Taught Programmes](#)
- [Student Disciplinary Procedure](#)
- [Fitness to Practice Procedure](#)
- [Academic Regulations Research Programmes](#) (Research)
- [Data Protection Policy](#)
- Admissions [Complaints Procedure](#) (online form)

Appendix 1: General Entry Requirements for Admission to All Programmes of Study

1.1. Foundation Certificate/level 3 of CertHE/DipHE/Bachelor's Degree/ Integrated Master's programmes Level 4 of HNC/HND/Foundation Degree programmes

The General Entry Requirement for these programmes is a minimum of 16 UCAS tariff points or equivalent.

Key Skills, Advanced Subsidiary qualifications and part qualifications may not be used as part of this minimum tariff point total but may contribute to a higher tariff requirement for entry to a specific programme.

Examples of current qualifications which meet or exceed this General Entry Requirement include:

- Pass one GCE A-level at grade E (16 UCAS tariff points)
- Pass one AVCE (single award) at grade E (16 UCAS tariff points)
- Pass one AVCE (double award) at grade EE (32 UCAS tariff points)
- Pass BTEC National Certificate at grade PP (32 UCAS tariff points)
- Pass BTEC National Diploma at grade PPP (48 UCAS tariff points)

Detailed guidance on further qualifications which are deemed acceptable as satisfying the University's Entry Requirements for admission to undergraduate programmes (may be found at this web page: <http://www.salford.ac.uk/study/undergraduate/applying/entry-requirements>).

1.2. CertHE/level 4 of DipHE/Bachelor's Degree/Integrated Master's programmes

The General Entry Requirement for these programmes is a minimum of 32 UCAS tariff points or equivalent.

For students taking a set of qualifications in individual subjects (e.g. A2s, Single Award AVCEs) the 32 points must be made up from two separate subjects. For students taking a combined qualification (e.g. double award AVCE, BTEC National Diploma) the 32 points may be from the one qualification. Key Skills, Advanced Subsidiary qualifications and part qualifications may not be used as part of this minimum tariff point total but may contribute to a higher tariff requirement for entry to a specific programme.

Examples of qualifications which meet or exceed this general entry requirement include:

- Pass two GCE A-levels at grade E (32 UCAS tariff points)
- Pass two AVCEs (single award) at grade E (32 UCAS tariff points)
- Pass one AVCE (double award) at grade EE (32 UCAS tariff points)
- Pass BTEC National Certificate at grade PP (32 UCAS tariff points)
- Pass BTEC National Diploma at grade PPP (48 UCAS tariff points)

Some UK awards which are not incorporated within the UCAS tariff system may also be deemed acceptable. For example, NVQ Level 3 awards, as work-based qualifications, may contribute towards an applicant's entry profile, alongside other academic qualifications and/or experiential learning.

Prospective applicants offering NVQ Level 3 awards should contact the appropriate School Office to discuss their eligibility for admission to their chosen programme. Detailed guidance on further qualifications which are deemed acceptable as satisfying the University's Entry Requirements for admission to undergraduate programmes may be found at this web page: <http://www.salford.ac.uk/study/undergraduate/applying/entry-requirements>.

1.3. Graduate Certificate/Graduate Diploma programmes

Graduate Certificate and Graduate Diploma programmes are aimed at applicants who already possess a Pass, Ordinary or Honours Degree or equivalent and who wish to gain an alternate level 6 qualification. To satisfy the general academic criteria for admission to a Graduate Certificate or Graduate Diploma programme an applicant should have a Bachelor's degree from a UK University (Pass, Ordinary or Honours).

Detailed guidance on international qualifications which are deemed equivalent to a UK Bachelor's degree may be found at this web page maintained by the University's International Conversion team:

<http://www.salford.ac.uk/study/international/entry-requirements>.

1.4. Postgraduate Taught Programmes

The General Entry Requirement for admission to taught programmes of study leading to Master's degrees, including the Master of Science (MSc), Master of Arts (MA), Master of Business Administration (MBA) and Master of Research (MRes), or to the awards of Postgraduate Diploma and Postgraduate Certificate may be satisfied by means of one of the following:

- a Bachelor's degree with honours from a UK University (minimum second class honours);
- an equivalent academic or professional qualification from the UK or elsewhere, i.e. incorporating

study at least comparable to 120 credits at level 6;

- a Graduate Diploma or Graduate Certificate from a UK University.

Detailed guidance on international qualifications which are deemed equivalent to a UK Bachelor's degree may be found at this web page maintained by the University's International Conversion Team:

<http://www.salford.ac.uk/study/international/entry-requirements>

1.5. Postgraduate Research: Masters Degrees by Research

The General Entry Requirement for admission to research programmes of study leading to Master's degrees by method 1 (by following a programme of research or a course of advanced study and research and presenting a thesis), including the Master of Laws (LLM) or Master of Science (MSc), and the Master of Philosophy (MPhil) and the Master of Research (MRes) may be satisfied by means of one of the following:

- i. a Bachelor's degree with an Honours classification of Upper Second or First; or
- ii. An academic or professional qualification from the UK or elsewhere incorporating study at least comparable to 120 credits at FHEQ level 6, with a level of achievement equivalent to a good Honours degree - Lower Second or above; or
- iii. A Graduate Diploma or Graduate Certificate from a UK University, with a level of

- iv. equivalent to a good Honours degree - Lower Second or above; or
- v. an equivalent level of attainment to (i) above through a combination of certified or experiential.

Detailed guidance on international qualifications which are deemed equivalent to a UK Bachelor's degree may be found at this webpage:

<http://www.salford.ac.uk/study/international/entry-requirements>.

1.6. Postgraduate Research: Doctoral Degrees

The General Entry Requirement for admission as a candidate for doctoral degrees, including Doctor of Philosophy (PhD), Doctor of Musical Arts (DMA), Engineering Doctorate (EngD), Professional Doctorate (DProf), Doctor of the Built Environment (DBEnv), Doctor of Real Estate (DRealEst), and Doctor of Construction Management (DConsMgt) may be satisfied by means of one of the following:

- i. a Bachelor's degree from a UK University with an Honours classification of Upper Second or First;
- ii. a Postgraduate Diploma or Master's degree from a UK University;
- iii. an academic or professional qualification from the UK or elsewhere incorporating study at least comparable to 120 credits at FHEQ level 7;
- iv. an equivalent level of attainment to (i) above through a combination of certified or experiential learning.