Policy and Code of Practice on Student Recruitment and Admissions (Admissions Policy).

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PRIFYSGOL BANGOR UNIVERSITY

Date	Supersedes	Description of Change
1 May 2024	Complaints Procedure for Enquirers and Applicants and Admissions Policy.	The two documents have been amalgamated to incorporate the complaints procedure into the Policy.
1 August 2020.	2018 Version 03	Updating Group names and job titles; requiring applicants to update their contact details; requiring those who have been the subject of a Bangor University Board of Discipline to declare this during applications; an extended Appendix 3 for the Criminal Convictions Process; and other minor changes.
1 September 2018.	Admissions Policy (01) and Code of Practice for Recruitment & Admissions (09) 2016.	

Document Owner	Approved By	Date Approved	Review Frequency
Chief Marketing Officer.	Senate Regulations and Special Cases Committee.	26 April 2024.	3 Years.

Note: In exceptional circumstances, and subject to approval by the Chair of the Senate Regulations and Special Cases Committee, responsibilities assigned to Schools, Heads, of School, School Officers or School Committees in these Regulations may be assumed by the College, Head of College, College Officers or College Committees respectively, as appropriate.

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1. Purpose of the Policy

1.1 Bangor University aims to provide a positive experience to everyone that enquires about studying at the University and / or applies for a place on a University programme.

1.2 The purpose of this policy therefore, is to set out the University's position on key matters relating to the recruitment, selection and admission of students at the University. It also describes the principles and processes followed by the University for recruiting, selecting and admitting new students. As such, this document is the overarching policy on recruitment, selection and admissions at Bangor University.

1.3 This policy covers:

- Enquiries and applications for places on full-time and part-time undergraduate and postgraduate programmes of study in all of the University's Academic Schools.
- Enquiries and applications for places on programmes of study delivered in partnership with other education providers in the UK and overseas, unless otherwise stated (see the Collaborative Provision Register: Academic Registry -Collaborative Partnership, including Articulation Agreements (bangor.ac.uk)).
- Enquiries and applications from non-graduating students, including (but not exclusively) exchange, study abroad and academic visitors.
- Enquiries and applications to the English Language courses delivered by ELCOS: https://www.bangor.ac.uk/international/future/elcos.php.
- Enquiries and applications to incorporated programmes of study delivered by Bangor International College (BUIC): https://www.bangor.ac.uk/buic/index.php.en.

1.4 This policy is underpinned by the University's Mission, Vision, Values and Strategic Priorities, which are set out in full in the BBangor University Strategic Plan (https://www.bangor.ac.uk/planning-and-student-data/strategic-plan/index.php.en).

1.5 This policy complies with the relevant legislative and regulatory requirements and takes account of positive practice within the Higher Education Sector, the Quality Assurance Agency's UK Quality Code for Higher Education (Chapter B2 – Recruitment, Selection and Admission to Higher Education) and the good practice guides published by the Supporting Professionalism in Admissions Programme (SPA).

1.6 This policy will ensure that the requirements of relevant professional, statutory and regulatory bodies (PSRBs) are applied for the admissions of students to the accredited programmes. Further information and the list of PSRBs associated with programmes at the University can be found here: https://www.bangor.ac.uk/quality/psrb.php.en.

1.7 This policy is reviewed annually by the University's Marketing and Recruitment Committee to ensure it continues to meet the needs of applicants and the University in the light of changing circumstances. MRC, chaired by the Chief Marketing Officer, oversees strategic direction and is committed to ensuring best practice in relation to the administration and operations of recruitment and admissions.

1.8 This policy / CoP should be read in conjunction with the following Policies, Codes of Practice and Guidelines:

- Code of Practice on Inclusive Provision for Disabled Students (https://www.bangor.ac.uk/regulations/codes/code11.php.en)
- Code of Practice for Collaborative Provision (https://www.bangor.ac.uk/regulations/codes/code12.php.en)
- Validation Manual (https://www.bangor.ac.uk/quality/documents/Validation-Manual-v2017-02.pdf)
- Franchise Guidelines (https://www.bangor.ac.uk/quality/documents/Franchise-Guidelines-v2016-01.pdf)
- Policy and Procedures for under-18s (https://www.bangor.ac.uk/governance-and-compliance/under18.php.en)
- Scheme of Published Information (https://www.bangor.ac.uk/regulations/codes/scheme-information.php.en)
- Guidelines for the Recognition of Prior Learning (Regulations for Taught Programmes, Appendix 2: (https://www.bangor.ac.uk/regulations/regulations/reg01.php.en).

1.9 The University is committed to providing equality of opportunity for all applicants, students and staff, irrespective of age, disability, ethnicity, gender, religion, belief or sexual orientation. This policy should therefore be read in conjunction with the University's Equality Policy (https://www.bangor.ac.uk/humanresources/equalitydiversity/EqualityPolicyStatement.php.en).

2. Fair Admissions

2.1 The University is fully committed to ensuring its admissions policies, processes and systems provide equal opportunity for all individuals, regardless of their personal, educational and professional backgrounds.

2.2 The University has adopted the five key principles of fair admissions as outlined in the Schwartz Report - Fair Admissions to Higher Education: Recommendations for Good Practice, 2024: https://www.ucas.com/providers/good-practice.

The five key principles are:

- Being transparent;
- Minimising barriers for applicants;
- Selecting students who are able to complete their chosen programme of study, as judged by their achievements and their potential;
- Using assessment methods that are reliable and valid;
- Being professional in every aspect of the admissions process, underpinned by appropriate structures and processes.

2.3 The University is also committed to monitoring its admissions policies, processes and systems on a regular basis to ensure they are applied consistently and remain fair and transparent.

3. Roles and Responsibilities

3.1 The University is committed to providing a professional bilingual (English/Welsh) service to all enquirers and applicants.

3.2 The University provides a professional service to applicants and prospective students, delivered by expert representatives. The University is an institutional member of the Higher Education Liaison Officer Association (HELOA) and the British Universities' International Liaison Association (BUILA) and our work is guided by their codes of practice and rigorous standards on impartiality.

3.3 Recruitment, admissions and widening participation activities are undertaken by different parts of the University, as outlined in Appendix 1.

3.4 The University, therefore, is committed to ensuring that everyone involved with recruitment, admissions and widening participation work together effectively to deliver a positive experience to enquirers and applicants.

3.5 The University is also committed to ensuring the relevant staff and teams are equipped with the appropriate skills and knowledge to undertake their roles and responsibilities effectively. The University will provide appropriate guidance, training and support on an ongoing basis.
Information and training is disseminated through recruitment and admissions networks.
Internal training and information sessions are delivered on key topics and in response to national/international legislative or procedural changes, mainly facilitated via the Admissions Forum.

4. Information, Advice and Guidance for Pre-Applicants & Applicants

4.1 The University is committed to providing **accurate**, **timely** and **comprehensive** information, support, advice and guidance at each stage of the recruitment and application process, from pre-applicant stage through to

enrolment, to enable pre-applicants and applicants to make an informed decision about whether and / or which course to apply to.

4.2 The University provides information to pre-applicants and applicants following the guidance of the HEFCW *Information for Students – A Guide to Providing Information to Prospective Undergraduate Students* publication, advice published by the Competition and Markets Authority (CMA) and the expectations of the UK Quality Code for Higher Education.

Course information will include (but not be limited to): title, entry requirements, structure, duration, content, modular information, assessment types, timetabling release information and all associated course costs.
Any points of special interest / particular note will also be highlighted within the information.
Any significant, necessary adjustments to the course and/or content will be reflected in the course information, and conveyed in a timely fashion to applicants.

4.3 The University is committed to transparent recruitment and admissions procedures and publishes admissions criteria and processes in relevant recruitment literature (eg the University prospectus and College / School brochures and leaflets), on the University website (https://www.bangor.ac.uk/courses/) and via UCAS.

4.4 The information when published is accurate. However, as printed material is produced more than 18 months before the course commences, applicants should always refer to the University website for the most up-to-date information on admissions criteria, financial matters, course content and University procedures.

4.5 The University ensures accuracy and timely maintenance and updates of information, advice and guidance provided to applicants via external sources such as UCAS and KIS.

4.6 For any further guidance and advice on making an application, which is not available in the published information, applicants may contact the appropriate academic school or department.[1] All enquiries received by telephone, email, post or social media will be dealt with by the recipient, or forwarded to the appropriate, experienced individual, to ensure an accurate, professional and timely response.

4.7 Enquirer and Applicant data: All data collected as part of the application process is held and used in accordance with the requirements of the Data Protection Act 2018 (DPA) and in compliance with the General Data Protection Regulations (GDPR). Applicant data will be used primarily for the

[1] EU/Home https://www.bangor.ac.uk/about/contacts.php.en International https://www.bangor.ac.uk/international/contact.php

consideration of making an offer of admission to the University. The data may also be used for communicating with enquirers and applicants via the CRM system, telephone, texts and / or social media. Enquirers are given the option to opt out of any CRM communications. However this opt out is not available for applicants as this is a primary system for communicating with applicants within the system in relation to the application, confirmation and enrolment processes.

Applicants are required to keep their contact details up-to-date at all times. Applicants must notify the University by email to applicantsservices@bangor.ac.uk, or via the Direct Application (DA) system portal, of all changes to contact details.
Upon admission, this data will then form part of the student record.

Aggregated, anonymised data will be used and analysed by the University as necessary for statutory and Institutional monitoring, reporting, planning and market research purposes and to ensure fair admissions process.
For full details on how the University handles and uses your personal information at the enquirer and applicant stages, during student registration and beyond graduation, see the Privacy Notice for Students (https://www.bangor.ac.uk/governance-and-compliance/dataprotection/index.php.en).

5. Fees

5.1 Fee Status

The University charges different levels of fees which are determined by the student's domicile classification, being Home/EU or International. The University complies with the Department for Education (Fees and Awards) Regulations 1997 and will normally follow the guidelines for fee status as detailed by UKCISA:
http://www.ukcisa.org.uk/Information--Advice/Fees-and-Money/Wales-fee-status
If insufficient information has been provided, the applicant will be contacted to provide more information in order to enable a decision on status.

(Note: the University's judgement on fee status does not determine whether or not a student would have recourse to public funds or loans).

5.2 Tuition Fees

Tuition fees, payments and refunds will be in accordance with the schedules and policies published annually on the University's web site by the Planning and Finance Office.
Further information about fees and refunds can be found at:
https://www.bangor.ac.uk/student-administration/fees/

5.3 **Deposits**

For some courses a non-refundable deposit is required at the point of firm acceptance of the offer.
The deposit, or financial guarantee letter, must be supplied before the University issues a CAS.
ELCOS and BUIC courses all require deposit payments.

The deposit amount paid will be deducted from the total tuition fee at commencement of the programme. Full details are provided in the offer letter.

5.4 **Non-payment of Fees**

There is an expectation that applicants have the required funds to pay their tuition fees and living expenses, and confirmation of funding arrangements is required at the point of application.

Students must comply with the University's Ordinances and Regulations on the payment of fees, which detail the consequences of non-payment.

In the event that a sponsor fails to pay the fees, the sponsored student will become liable for the payment.

6. The Application Process

6.1 **UCAS Undergraduate cycle**

The annual UCAS undergraduate admissions cycle at Bangor University starts on the Monday of the first week in 1st October. All applications will normally be acknowledged within two days and considered after this date.

All applications for undergraduate courses starting in September should be received by UCAS by the relevant equal consideration application deadline. All applications made before the deadline will be considered equally against the published entry requirements. Late applications will be considered for courses where places are still available.

The University complies with the procedures and deadlines as defined by UCAS and all applications for admissions to full time undergraduate programmes should be made through UCAS. The Admissions Office has developed and maintains its own internal Undergraduate Admissions processes (UCAS) to ensure consistency, transparency and fairness in its admissions processes.

International, non-EU applicants will be considered until 31st August, subject to availability of places, so early application is advisable.

6.2 **Postgraduate cycle**

Postgraduate (taught and research) courses do not normally have a formal closing date and will remain open subject to place availability, so early applications are advisable. Where closing dates are in place, they will be clearly stated in recruitment literature and on the University website.

6.3 **Consideration and assessment of applications**

Decisions are made following full and fair consideration of the taught programme applications by professionally trained staff in the Admissions Office, against approved academic and non-academic entry requirements as defined by the academic school, and approved by RATG. These are published on the University's website and in other course literature. For some courses (eg nursing and education), the decision is made by Admissions Tutors within the academic school.

All applicants for all taught course are assessed against the same entry criteria. Methods of assessing and the range of factors to be considered may vary between courses but will normally include: prior and predicted academic achievement, references and personal statements and may include: English language qualifications, interview and/or research proposals. For further guidance on general, minimum, non-subject specific entry criteria, see Appendix 2.

Applications for research programmes are considered by both the central Admissions Office in respect of required standard entry qualifications and supporting evidence, and by the relevant academic school in relation to the proposed area of research.

Applications from students or former students, who have been the subject of a Bangor University Board of Discipline, where their enrolment was either suspended or terminated, must declare this at the time of application if applicable. These will be considered to be 'special cases' under the General Regulations for all Students and applications must be referred to the Head of Governance and Compliance, for consideration by the Chair of the Senate Regulations and Special Cases Committee in the first instance, who may choose to call a meeting of the Committee to discuss the cases.

6.4 **Interviews**

Where an offer is dependent on an interview (e.g. Nursing and Education courses) this will be made clear in all associated course information. The applicant will be provided with the necessary information (dates, times, venue and required information / documentation to be presented) in a timely manner ahead of the interview. Reasonable efforts will be made to provide alternative dates or alternative interview arrangements where travelling to the University is impractical.

Staff conducting interviews are experienced and fully trained, and all interviews will be conducted in accordance with the University's Equality Policy

(https://www.bangor.ac.uk/humanresources/equalitydiversity/EqualityPolicyStatement.php.en) and Welsh Language Scheme (https://www.bangor.ac.uk/canolfanbedwyr/cynllun_iaith_pb.php.en).

6.5 **Use of contextual data**

Contextual data is used by the University to allow a more complete overview of an applicant's prior attainment and potential, supplementing standard UCAS applicant information. No offer decisions are made on this information alone. Contextual data is used to signpost / provide additional support to relevant applicants and students. Data used may include that provided by the UCAS contextual data service, government and other agencies, which provides educational, demographic and socio-economic background information, as well as information on care leavers (see **7.9**) and refugee / asylum seekers (see **7.11**). Information aligned to the University's widening participation strategy is also considered.

Identification, assessment and flagging of contextual data takes place in the Admissions Office to ensure consistent and fair application consideration and practice. For further information see: https://www.bangor.ac.uk/applied/documents/beneficial-offers-en.pdf

6.6 **Diverse applications**

The University receives and welcomes applications from diverse educational, professional and personal backgrounds (see **7.5** below). Alternative equivalency qualifications mapping is competently and consistently applied to all such applications to enable offers to be made equivalent to the entry requirements as published by the University. On occasion, it may not be possible to immediately map from the information provided. In such instances, the Admissions Office may request the applicant to provide further information and/or supporting evidence to enable full consideration of the application or adjust the standard entry requirement.

6.7 **International applications**

The University receives and welcomes applications from all over the world and alternative equivalency qualifications mapping is competently and consistently applied to all such applications to enable offers to be made equivalent to the UK entry requirements as published by the University.

The Admissions Office follows NARIC (National Recognition Information Centre) information, advice and opinion on vocational, academic and professional skills and qualifications from all over the world.

International applicants should refer to section **7.1** below. Further guidance and advice is available from the Admissions Office by email at internationaladmissions@bangor.ac.uk.

6.8 **English Language Centre for Overseas Students (ELCOS)**

ELCOS delivers a varied portfolio of English Language courses throughout the academic year, of varying durations, formats and start dates. For full details and information on application dates and cycles, visit the ELCOS website (https://www.bangor.ac.uk/languages-literatures-and-

linguistics/elcos/index.php.en). It should also be noted that offers for academic programmes of study may be issued up to two years in advance of the programme commencing to enable students to gain entry onto ELCOS courses of study.

6.9 **Bangor University International College (BUIC)**
BUIC delivers a wide range of incorporated courses throughout the academic year, of varying durations, and start dates. For full details and information on application and dates and cycles, visit the BUIC website: https://www.bangor.ac.uk/buic/how-to-apply.php.en.

6.10 **Relevance and acceptability of qualifications**
Individual courses reserve the right to make judgement on the relevance and acceptability of any qualification or individual subject when considering an application. Where any UK qualifications or subjects are deemed less favourable, this will be published alongside the course entry requirements.

6.11 **Response to applications**
A response will normally be made within 10 working days of receipt of an application. The response may be a decision / offer, explanation of the next stage of the process and / or the likely timescale of the next stage.

6.12 **Multiple applications**
Applicants can only register for one full time course in any academic year, but are able to make multiple course applications at the time of submission.

6.13 **Deferred entry**
Applications can be made for deferred entry, but this would normally only be granted for one year and two years would be the maximum deferral period. All such applications are considered equally against the same criteria as standard applications for the academic year to which they are deferring. Applicants who require English Language ability certification must ensure that their certificate will be valid on the eventual date of admission.

6.14 **Re-submissions**
Unsuccessful applications may be re-submitted in subsequent years and will be assessed against the entry requirements for that year. The University may refer to previous evidence submitted and/or previous performance when considering the re-submission, if the applicant has been registered at the University in any earlier academic session.

6.15 **Misrepresentation, false information and/or omissions**
When making an application to study:

- All requested and relevant information must be included, no misrepresentation or false information should be given at any time during the application process, including after the offer is made. In such instances, the

University reserves the right to terminate the application, withdraw any offer made and / or terminate registration. Where applicable, the University may be obliged to notify external organisations (e.g., UCAS, sponsors, funders, UKVI).

7. Policies and Procedures Specific to Particular Applicant Groups

7.1 International applicants only

i. **Student visa requirement**: The University holds the Highly Trusted Sponsor status and operates in full compliance with UK Visa and Immigration (UKVI) requirements. All applicants who are non-British citizens or not a citizen of a European Economic Area (EEA) country, require a visa to study in the UK. For further details, visit: https://www.gov.uk/tier-4-general-visa.
It should be noted that policy and practice may be subject to change part way through the year / cycle in response to Home Office changes to immigration policy.
If an applicant requires a Studentvisa, and their history / record indicates that they are highly unlikely to be successful in their visa application, the University reserves the right to not make an offer of a place onto the programme.

ii. Once an offer of study has been accepted by an applicant, the University will provide a **Confirmation of Acceptance of Studies (CAS)** to the applicant in support of their visa application, subject to the applicant ensuring timely acceptance of the offer and timely provision of all required and requested details and/or documentation and deposit payments.

iii. **Academic Technology Approval Scheme (ATAS)** certificate: For certain programmes of study, the UKVI also require an ATAS certificate. Students must obtain ATAS clearance before commencing the course.

iv. Further visa related information and guidance can be found at: https://www.bangor.ac.uk/international/support/visa_immigration.php.en.

7.2 Postgraduate applications only

i. All applications must be submitted via the approved online Direct Application system, together with all supporting evidence as required. This will usually include certificates, transcripts, references and personal statements. Speculative communication, e.g. email requests will not be considered as applications.

ii. If the course levies an application fee, decisions will not be communicated until the fee is paid in full.

iii. Postgraduate research places will only be provided where appropriate specialist supervision and necessary resources / equipment would be deemed to be available for the full duration of the registration period.

iv. **GTTR procedure for PGCE courses.** The University will observe the procedures and deadlines for the handling of applications to PGCE

courses, as set out by the UTT (UCAS Teacher Training) service. All applications for admissions to PGCE courses must be made through UTT. Further information is available at https://www.ucas.com/?schemes=Teacher_Training&theme=all_stages/.

7.3 **Under 18s only**

On occasions, the University will admit students who have not reached the age of 18 by the course start date in the calendar year of entry. Such students are legally considered to be 'minors' and as such, the University is subject to an enhanced duty of care. In order to fulfil this obligation, the University has a Policy and Procedures for Students Under 18 (https://www.bangor.ac.uk/governance-and-compliance/under18.php.en), which includes the requirement for Parent / Guardian to complete a Consent form, and for the student to stay in University Halls accommodation. Applicant and Parent/Guardian adherence to the Policy is a condition of any offer made.

7.4 **Mature applicants returning to education**

Applicants returning to education after employment or other experiences, may not have the standard qualifications defined as entry criteria, and the methods of consideration are therefore inappropriate. In such circumstances, the relevant admissions staff may identify and consider alternative evidence and experience as a measure of suitability for entry to study.

7.5 **Applicants who do not have the specified formal qualifications (RPL)**

Applicants without the specified formal qualifications will be considered through Recognition of Prior Learning (RPL/RPEL), which may be certificated or experiential. All assessment of RPL/RPEL will be undertaken by academic schools in accordance with the University's Guidelines for the Recognition of Prior Learning (See Regulations for Taught Programmes, Appendix 2: https://www.bangor.ac.uk/regulations/regulations/reg01.php.en). Credit is allocated for evidence of achieving appropriate and assessed learning outcomes, rather than for experience itself.

Where RPL/RPEL has been recognised, it will be recorded on the student's transcript.

Applicants for RPL/RPEL should discuss their circumstances with the relevant school's admissions staff before submitting an application.

7.6 **Applications for advanced standing and for entry into Year 2 or Year 3**

(Where there are existing, approved, institutional articulation agreements in place, their documented procedures take precedence).

The University will consider applications on their individual merits for direct entry into the second year of certain undergraduate degree programmes, where applicants have completed, or are due to complete, a year (or more) of study on a relevant programme.

Entry into later years of a programme may be permitted, but only with the agreement of the admitting School. Entry into later years of a programme may also be permitted under the terms of an approved institutional articulation agreements.

Applicants for advanced standing are usually required to submit an application via UCAS in order to be considered. Further details of required information can be found in Regulations for Taught Programmes, Appendix 2 (https://www.bangor.ac.uk/regulations/regulations/reg01.php.en).

7.7 **Applicants with additional support needs**

Bangor University has an extremely well developed Student Support Unit and comprehensive support procedures for all stages of student life, from initial applications through to graduation. Applicants who have additional support needs or a disability are encouraged to make this known on their application form. This is identified by the Admissions Office, will be flagged as contextual data (see **6.6** above), and the information will be passed to Student Services who offer a comprehensive support service, including at the application stage. Full details can be found on the Student Services website: https://www.bangor.ac.uk/studentservices/index.php.en.

7.8 **Applicants with extenuating / special circumstances**

Applicants who have experienced or are currently experiencing circumstances which have previously, currently or potentially could affect academic performance, should declare these at the time of application. The University can take these circumstances into consideration when reviewing the application, though no further allowances can be granted if dispensation has already been applied, e.g. by a relevant examination board. If such circumstances arise after the application has been submitted, these should be reported to the admitting School as soon as possible.

7.9 **Applicants with criminal convictions**

Applicants wishing to study for certain professional courses (i.e. Nursing and Education) have a duty to declare any unspent or pending criminal convictions at the application stage. In accordance with its duty to ensure a safe environment for its staff and students, the relevantAdmissions Manager will ensure the completion of a generic risk assessment before permitting the application to be processed (see Appendix 3). For such programmes of study (which necessitates interaction with children or vulnerable adults), further self-declarations will be required at the point of the offer being issued, and the offer holder will be required to provide a satisfactory enhanced Disclosure and Barring Service (DBS) disclosure and/or similar police check in their home country, prior to enrolment on the course.

The complete process is detailed in the College of Human Sciences' *Criminal Records Policy and Procedures*, where all professional courses are taught.

In accordance with the College Policy (Section 4.6.4), the Head of Admissions has the authority to cancel an application or withdraw an offer of study, upon the recommendation of the Case Panel.

All prospective students applying to stay in University Halls of Residence, may be required to declare an unspent criminal conviction at the point of application. In accordance with its duty to ensure a safe residential environment for its staff and residents, the Director of Commercial Services will ensure the completion of a risk assessment before permitting the application to be processed.

7.10 **Care leavers**

Applicants who have spent time in local authority care should make this known on their application form. This is identified by the Admissions Office, will be flagged as contextual data (see **6.5** above), and the information will be passed to Student Services who offer a comprehensive support service for applicants and students from care. Full details can be found on the Student Services website: https://www.bangor.ac.uk/studentservices/care.php.en.

7.11 **Refugees and Asylum Seekers**

The University recognises the challenges that refugees and asylum seekers may face and will make all reasonable efforts to minimise barriers for such applicants.
Refugee / asylum-seeker status is identified by the Admissions Office, and will be flagged as contextual data (see **6.5** above).

The IEC and Student Services provide support and advice specifically for this group of enquirers and applicants. Full details can be found on the International Student Support Services page:
https://www.bangor.ac.uk/international/support/index.php.en.

Applicants declaring refugee and asylum-seeker status will be assessed under the UKCISA guidelines:
http://www.ukcisa.org.uk/Information--Advice/Fees-and-Money/Wales-fee-status
to confirm their fee status (Home / EU or Overseas).

(Note: the University's judgement on fee status does not determine whether or not a student would have recourse to public funds or loans).

Where certificates of qualifications and prior attainment are not available for consideration of an application, the University will normally accept a copy of the applicant's Refugee Permit (or an Asylum-Seeker's Permit), along with a signed and legally certified) affidavit that includes all of the following:

1. The name and location of the applicant's previous educational institution;
2. The nature of their previous studies;

3. The qualification they earned;
4. Specific reasons as to why they are unable to present proof of their studies;
5. A statement that, should the student submit false testimony, and or, documents, they are liable to be expelled from the University and have their degree invalidated.

Under some circumstances, the University may agree to alternative means of establishing the applicant's prior academic achievements, RPL or RPEL.

Exceptions cannot be made to the evidence of English language competency and certification.

8. Offers, Acceptances, Confirmation and Clearing

8.1 Issuing of Offers and Acceptance by Applicants

All offers will be stated in a clear and easily understandable format and will normally be based on the standard entry criteria advertised in University publications. Exceptions to this rule can be considered where a particular applicant's academic profile and/or particular circumstances suggest making an offer in line with the University's policy on widening participation and inclusivity and the use of contextual data (in which case predicted grades may be taken into consideration), see **6.5** above.

All applicants who are given an offer of admission to study will receive this in writing, together with the terms and conditions of the offer. An offer may be 'Unconditional' or 'Conditional'.

If the offer is 'Conditional', the communication will detail all and any requirements which need to be fulfilled to permit entry onto the course of study. The offer holder is responsible for providing the evidence that they have satisfactorily fulfilled the conditions. Evidence could include academic or English language certificates, academic transcripts, references, etc.

Applicants who made their application through UCAS, will receive their offer via UCAS Track. Offers will be made using the UCAS tariff point system.

Applicants who applied through the university's on-line application system will receive their offer via the on-line application system as a downloadable document. The offer will be aligned to the qualifications which the applicant is undertaking.

Acceptance of offers are acknowledged by applicants via UCAS or the on-line Direct Application System, as applicable.

Bangor University's standard Terms and Conditions can be found here: https://www.bangor.ac.uk/applied/important.php.en.

8.2 **UCAS Confirmation**

All UCAS applicants meeting the conditions of their offer will receive confirmation of their place following review of their results by the University. Confirmation of the place will be notified via the UCAS Track system. Where an applicant has failed to meet the conditions of their offer, an alternative course may be offered, though the applicant is not obliged to accept the alternative offer. The University's Admissions Helpline service is available for queries from UCAS applicants during the results period in August.

8.3 **UCAS Clearing**

Following the publication of A level results, the University operates a Clearing Helpline. Any course vacancies will be advertised on UCAS and the University webpage, after the end of the main UCAS admission cycle. Applicants can telephone the University's bilingual Admissions Helpline Service to apply for vacancies. Each application will be assessed against published entry requirements, by suitably qualified staff.

8.4 **On-line Application System Confirmation**

On-line applicants meeting the conditions of their offer will receive confirmation of their place following a review of their evidenced results by the University. Confirmation of the place will be notified via the on-line application system.

8.5 **Contract Formation**

The University deems the contract between applicant and provider to have been formed at the following points:

- Standard UCAS and postgraduate applications: at the point at which the applicant accepts the offer from Bangor University;
- Other International applications: when the applicant has accepted the offer and pays the deposit;
- UCAS Clearing applications: when Bangor University accepts the applicant in TRACK.

9. Course Changes or Discontinuation

In exceptional circumstances, the University may be required to make significant changes to courses during the admissions cycle, or even discontinue programmes of study.

The University will take all reasonable steps to minimise disruption to the offer holder, which may be caused by the changes.

If significant changes or discontinuation happens between application or offer of a place and completion of registration, the College / School is responsible for:

- contacting the applicants at the earliest opportunity to inform them of the change / discontinuation of the programme;
- providing advice and support regarding the impact of the changes;
- providing information on any options and/or alternatives available to them;

- where appropriate, giving help in application or securing an alternative offer internally or at another institution.

10 Information, Advice and Guidance for Successful Applicants

The university will provide current and relevant information directly to applicants at three stages:

1. in acknowledgement of application, together with fee information, Terms and Conditions and links to the most current source of information for the course of application;
2. when the offer is made, by providing fee information, Terms and Conditions and information on the course of application;
3. upon confirmation of the place, information including Terms and Conditions, course information and full joining / registration information. Information will also be provided, as relevant, in relation to deposit payments, accommodation, links to student support, access to MyBangor, healthcare / local registration information, etc.

11. Feedback on Applications

Policies and procedures in place should ensure that all applications are dealt with in a fair, transparent and timely manner.
The University welcomes request for feedback from applicants who are unsuccessful in their application for a place at Bangor to enable them to address the failings of an application. To request feedback, the applicant should submit a written request within 5 working days of the decision, to the relevant admissions team in the first instance (please see Appendix 4 for the relevant e-mail addresses).

In compliance with Data Protection legislation, feedback can only be considered when submitted by the applicant or someone to whom the applicant has given written consent to act on their behalf. The written consent must be provided to the University.

The University aims to respond to all requests for feedback within 5 working days. However, the University may require more time to prepare a response, depending on the nature of the request.

12. Applicant Conduct, Appeals and Complaints

12.1 Conduct

The University expects all interactions, internal and external, to be conducted with courtesy and respect, and inappropriate behaviour is not tolerated. Inappropriate behaviour towards University staff by applicants, their representatives or agents, may jeopardise further consideration of the application. In the event of inappropriate and/or offensive communications being sent to staff at the University, the University reserves the right to curtail

and/or block further incoming communications and immediately terminate applications in-progress or reject new applications.

12.2 **Appeals and Complaints**

If applicants are dissatisfied with the outcome of their application, the treatment of their application or the conduct of a member of staff, they should follow the Appeals and Complaints Procedure for Enquirers and Applicants (see Appendix 4). (A statement, with a link to the Code of Practice is included in CRM communications sent to applicants and offer holders.

In compliance with Data Protection legislation, appeals and complaints can only be considered when submitted by the applicant or someone to whom the applicant has given written consent to act on their behalf. The written consent must be provided to the University.

12.3 **Appeals and Complaints Records**

All records relating to the complaint / decision with be held in compliance with the Data Protection Act (2018).

Aggregated, anonymised data will be used and analysed by the University as necessary for monitoring and reporting in relation to fair admissions process.

Appendix 1: Responsibilities in Recruitment, Admissions and Widening Participation.

The Information below is provided in order to convey the level and breadth of commitment that the University makes to a fair, transparent and positive experience for all enquirers and applicants to the University. However, should you wish to contact the University on any recruitment or admissions matter, you should use the contact details as noted in the body of the policy document under 4.6.

- **Senate**: The University's Charter describes Senate as the academic authority of the University, responsible for the academic work. Senate is the ruling body on academic (but not managerial) matters and is responsible for all academic issues affecting the University.

- The **Senate** is ultimately responsible for all recruitment, admissions and widening participation activities at the University.

- The **Senate Regulations and Special Cases Committee (SRaSCC)**, are responsible for considering and deciding on special cases that are referred to them.

- The **Recruitment and Admissions Strategy Group (RASG)**, overseas strategic direction and University policy in relation to the administration and operations of recruitment and admissions issues. The group is chaired by the PVC responsible for Recruitment and Admissions, and its membership consists of senior staff from across the University with responsibilities for recruitment and admissions. The group convenes four times per year. The full Terms of Reference and membership can be found here: https://www.bangor.ac.uk/universitymanagement/minutes-and-reports/docs/recruitment/ExecutiveRecruitmentAdmissionsMinutes.php.en. RASG is responsible for this policy and the annual review as noted in 1.7 of the policy. RASG is also responsible for the ensuring that an Equality Impact Assessment is completed for the policy and for monitoring the implementation of the policy. RASG also approves / confirms all entry criteria for programmes delivered across the University.

- The **Widening Access Task Group (WATG)** oversees strategic direction and University policy in relation to widening participation. The group is chaired by the Chief Marketing Officer, and its membership consists of academic representatives from all Colleges in the University. The group convenes four times per year. The full Terms of Reference and membership can be found here: https://www.bangor.ac.uk/universitymanagement/minutes-and-reports/widening-access-executive.php.en. The Chair provides the link into the RASG.

- The **Chief Marketing Officer and Vice President (International)** has overall Executive level responsibility for all areas of Marketing, Recruitment, Admissions, Communications and Alumni.

- The **Director(s) of Marketing and Student Recruitment (one in CCM and one in IEC)** have devolved responsibility for the day-to-day implementation of the policy in relation to all management, administration and operational recruitment issues. The Head(s) of Student Recruitment are responsible for the co-ordination, updates and accuracy of Communications plans and their content.
  The University has a Customer Relationship Management (CRM) system managed and co-ordinated by the student recruitment team within Corporate Communications & Marketing (CCM), with the International Education Centre (IEC) advising on structure and content of communication plans with for international applicants.
  Contents for the CRM Communications Plan should be produced and agreed in consultation with the academic schools and / or departments, as appropriate.

  Student Recruitment staff members represent the University at UK undergraduate recruitment events and are part of an Education Liaison Team who receive information, training and shadowing opportunities to support them in this role.

- The **Head of Admissions** has devolved responsibility for the day-to-day implementation of the policy in relation to all management, administration and operational admissions issues.

- The **Admissions Office (AO)** is responsible for assessing each individual application against defined criteria, fully informed on all known equivalencies in qualifications. The AO checks and confirm all qualifications and applicant evidence submitted. The AO is responsible for all decision making in the first instance. If a decision cannot be made by the AO, the application is referred to the academic Admissions Tutor in the relevant school for a decision.

- **IEC Recruitment Officers**, being expert in the educational systems in their regions, subsequently advise the Admissions Office and the RASG in relation to:
  - Entry requirements and equivalencies
  - Regional developments and trends
  - Competitor requirements
  - Changes in educational systems which are not always reflected in the level of detail provided by NARIC.

  Staff members appointed to international recruitment roles receive rigorous induction to international admissions, entry criteria, overseas educational systems and UKVI regulations, and attend national agencies professional development and training events as part of their induction.

The staff provide training and updating to Third Parties and Educational Advisers / Agents (see below) as necessary.

- The **Academic schools** are responsible for determining appropriate entry criteria, in line with University policy, for approval by RASG. The schools should regularly review and reconfirm the criteria and provide these in a timely fashion to the Admissions Office. Academic schools' admissions officers are responsible for academic decisions on individual applications which are non-standard and fall outside of the regular criteria as supplied to the Admissions Office.
  Should a programme of study be significantly altered or unavoidably discontinued between application / offer and enrolment, it is the school's responsibility to inform the applicant / offer holder and to advise / discuss alternatives with the individual.

- Schools' **Admissions Tutors**: The Head of the College/School will appoint members of the academic staff to act as 'Admissions Tutors' for all undergraduate and postgraduate courses and will ensure that all admissions staff are familiar with the College/School and the University's admissions procedures and legal obligations. Training is available and can be provided by the Admissions Office. All school admissions staff will ensure that all recruitment and admissions publications and processes comply with University Admissions Policy.

- College / School **admissions administrative support**: provide support to the Admissions Tutors in relation to all recruitment, admissions and conversion activity. Support staff are familiar with the College/School and the University's admissions procedures and the appropriate, standard entry requirements for their courses, as these are very often a first point of contact with enquirers and applicants. Support staff regularly liaise with central Recruitment, IEC and Admissions Office staff.

- **College Marketing Managers (CMM)**: responsible for co-ordinating and ensuring that all course marketing material is accurate and up-to-date (including any significant changes to courses), in prospectus entries, printed materials and webpages, in association with CCM. In the event of course withdrawals, CMMs should co-ordinate the necessary communications with applicants in the system, in consultation with the Admissions Office.

- The **Quality and Validation (QAVU) Unit** is responsible for coordinating the validation of new programmes, including collating the proposed entry requirements for review and agreement by the RASG.
  The QAVU unit designates course coding and associated basic course information, which is provided to the Admissions Office for operational purposes and for population of the Collection Tool within the UCAS system.

  When courses are suspended or discontinued, it is the responsibility of the QAVU Unit to inform the Admissions Office in a timely manner.

- **Third Parties and Educational Advisers / Agents:** The University works with educational advisors worldwide. All Bangor education advisors / agents are contracted on a one, two or three year renewable basis. All new partners undergo a due diligence procedure are selected on the basis of a full and robust recruitment process in accordance with British Council good practice guidance available at http://www.britishcouncil.org/education/education-agents
- Bangor's contractual agreements with Representatives / Agents ensure that agents comply with the requirements of UK legislation, such as UKVI Tier 4 requirements, The Bribery Act, The Data Protection Act, The Consumers and Markets Authority etc. The performance and conduct of all agents and advisers is monitored on an ongoing basis both in the UK and overseas. University staff carry out regular training during overseas visits and via occasional familiarisation visits to the University. The IEC provides regular updates to advisers / agents on new developments, changes in provision, etc. as part of an ongoing communication plan.

Appendix 2: Entry Criteria.

The University is committed to broadening opportunities to enter Higher Education and accepts students with a wide range of qualifications and backgrounds.

General

Each application is considered on its merit - assessing the potential to succeed on and benefit from the chosen course. A good standard of literacy and numeracy is required together with good IT and communication skills. Entry criteria (including non-academic) should be transparent, easily understood, current and publicly available (e.g. in the prospectus, on the university web site and for undergraduates via UCAS Entry Profiles).

1. Undergraduate Programmes

The normal minimum entry requirements are set out below, but it should be noted that more specific requirements might apply to individual programmes.

1.1 To matriculate (ie qualify for enrolment onto an undergraduate Bachelor's programme of study), the candidate must achieve, as a minimum, two 'A' level qualifications, or their equivalent.

1.2 UCAS Tariff Points: Entry criteria for undergraduate degree courses and offers of places are normally expressed in UCAS tariff points and many courses will require specific grades and/or certain subjects. Most current qualifications eligible for UCAS tariff points and relevant to the course applied for may be considered (individual course requirements will specify) and can be included when calculating tariff scores. The points total should include at least two 6-unit qualifications. (For University Certificates and Diplomas, HNDs and HNCs normally a minimum of one 6-unit or two 3-unit qualifications are required).

1.3 Welsh Baccalaureate: The University welcomes applications from students following this qualification and offers will vary to reflect the course applied for and the qualification profile of the applicant.

1.4 Irish Leaving Certificate (Highers): Points will be calculated from the best 6 results in one sitting of the Irish Leaving Certificate and should include 4 grades at the Higher level, two of which should be grade C or above.

1.5 Scottish Framework Qualifications: Scottish awards not included in the UCAS tariff will attract individual offers.

1.6 International Baccalaureate: Normally the diploma must have been awarded.

1.7 European Baccalaureate Diploma – a mark of 60% or more.

1.8 Access courses: Offers will be made on an individual basis to students taking a recognised Access course. We also consider applications from other 'non-traditional' students who can demonstrate the motivation and commitment to study and benefit from a university programme.

1.9 Recognition of Prior Learning (RPL) & Recognition of Prior Experiential Learning (RPEL) All assessment of RPL/RPEL will be undertaken by academic Schools in a manner consistent with the University's Guidelines for the Accreditation of Prior Learning. Where RPL/RPEL has been recognised, it will be recorded on the University transcript accordingly.

1.10 International Students: Qualifications obtained from recognised overseas institutions will be considered for UK equivalence, using nationally and internationally recognised sources (e.g. UK NARIC). Original authenticated (by the awarding institution) transcripts of study will normally be required together with certified English translations where appropriate.

2. Postgraduate Programmes

Candidates should be of the required academic standard and be able to satisfy one of the following conditions:

2.1 Have been awarded a UK honours bachelor degree, or equivalent, by a recognised Higher Education Institution.

2.2 Be in possession of a non-graduate qualification which the University would deem to be of a satisfactory standard for the purpose of postgraduate admission.

2.3 Be able to demonstrate prior relevant professional experience of at least three years duration.

2.4 Research students will normally be expected to have qualified for a good honours degree in a relevant subject. Some schools / subjects may require a Masters qualification as part of the entry requirement.

2.5 International Students: Qualifications obtained from recognised overseas institutions will be considered for UK equivalence, using nationally and internationally recognised sources (e.g. UK NARIC). Original authenticated (by the awarding institution) transcripts of study will normally be required together with certified English translations where appropriate.

2.6 Further detailed information can be found in the University's academic regulations (Regulations for Postgraduate Research Programmes, Taught Postgraduate Programmes). Individual Schools may specify additional requirements.

2.7 English language requirements for non-native English speakers.

All international students must provide evidence of having a sufficient level of English language proficiency to benefit from, and to be successful on their chosen programme of study.

Evidence of English language proficiency must be consistent with current UK Visas and Immigration (UKVI) policies, University policy may therefore change at short notice to ensure compliance.

As a UK Higher Education Institution the University may choose its own method of assessing proficiency for degree entry, however for the purpose of illustrating the various English language levels required for degree study, IELTS testing system scores are quoted later in this section.

For academic degree study, required IELTS levels range from 5.5, with no individual element below 5.5 to IELTS 7.0. The minimum level required will vary between programmes, and can be IELTS 5.5, 6.0, 6.5 or 7.0 or equivalent.

For entry onto pre-sessional English language courses, a minimum level of IELTS 4.0 with no individual element below 4.0 is required. An English language test score in a Bangor University recognised test will be required for entry. The type of visa applied for (Tier 4 or visitor) may influence the type of test certificate required.

2.8 Bangor International College

International Incorporated Bachelor Degrees

These are 4-year Bachelor degree programmes which incorporate into traditional 3-year Bachelor degree programmes (NQF levels 4-6) an additional year of study at NQF level 3.

For entry, students should normally have completed High School education in their home country. In addition, student must provide evidence of English language at a minimum of IELTS 5.5 with no element below 5.5. Refer to 'English language requirements for non-native English speakers' above. The English language level required for entry may be achieved through enrolment on a pre-sessional English course at Bangor International College or ELCOS.

International Incorporated Masters Degrees

These are 15 or 18 month programmes which incorporate into the traditional 12-month Masters degree programmes (at NQF level 7) an additional 3 or 6 months of study at NQF level 6.

For entry, students must have completed studies at a minimum NQF level 5 or equivalent, either in the UK or overseas. In addition, student must provide evidence of English language at a minimum of IELTS 5.5 with no element below 5.5. Refer to 'English language requirements for non-native English speakers' above. The English language level required for entry may be achieved through enrolment on a pre-sessional English course at Bangor International College or ELCOS.

The programme duration (ie 15 or 18 months) will vary according to the academic level, grades achieved and subject of the previous academic qualification and current level of English language proficiency.

Appendix 3: Criminal Convictions Process

1.1 This procedure takes place prior to making an admissions decision for professional courses such as Health, Education, Social Work, etc; applicants will be subject to additional criminal records checks managed by the relevant School and as agreed by the appropriate professional body.

1.2 This procedure also takes place when prospective students make an application to stay in University Halls of Residence.

1.3 All applications (at professional course application stage, or at the Halls application stage) are checked by the central Admissions Office/Halls Office to see if a criminal conviction box has been declared.

1.4 If the applicant has confirmed a conviction, then the Admissions/Halls Office will write to the applicant requesting details of the offence(s). The application is held pending a response from the applicant.

1.5 The letter gives the applicant 14 days to respond, if no reply is received, a single reminder is sent and then if no reply, the candidate is automatically rejected.

1.6 The details are received directly by the Head of Admissions / Director of Commercial Services, they are held in a separate confidential file and are not kept on the individual's file. This is to avoid the information being revealed unnecessarily. If it becomes apparent that an applicant has withheld information regarding previous criminal convictions, then the Head of Admissions/Halls will normally cancel the applicant's application(s).

1.7 The Head of Admissions/Halls conducts a risk assessment against the information provided. If the declared offence raises no concerns (e.g. motoring), then the Head of Admissions/Halls will 'authorise' the application to proceed and confirms this, in writing, to the applicant. Should the course applied for be subject to a subsequent Disclosure and Barring Service (DBS), the applicant will also be advised of this.

1.8 Where more serious offences are identified, (including but not limited to applicants with convictions for any offences of a sexual nature or who have been placed on the Sex Offender's Register, or any offences involving violence against the person or property), then a decision as to the appropriate action to take will be referred to a panel normally consisting of the Head of Admissions/Halls, the Head of Governance and Compliance, the Student Admissions Operations Manager and a representative from the admitting College and/or School.

1.9 The panel identified in 1.8 above, in reaching a decision, will carry out a risk assessment, in which it will attempt to assess risks to any staff or other students should the applicant be accepted, and, in that event, will consider

whether any steps may be appropriate to manage the attendance of the applicant on university premises or with regard to the provision of course arrangements, accommodation and other facilities.

1.10 The reason for accepting or rejecting the application is recorded on the central file (Head of Admissions/Halls) and not with the application papers.

1.11 Where the application for a course of study is rejected as a result of the criminal record, then the applicant will be informed in writing. If an applicant wishes to 'appeal' against the decision, then the **Appeals and Complaints Procedure for Enquirers and Applicants** should be followed.

1.12 Where the application for Halls accommodation is rejected as a result of the criminal record, then the applicant will be informed in writing. If an applicant wishes to 'appeal' against the decision, then the Appeals and Complaints Procedure for Enquirers and Applicants should be followed.

1.13 All applicants whose applications have been approved to continue to academic consideration, will be asked to make a self-declaration by the School, when the offer is made (after the decision).

Additionally, three months before the start of the course the School asks the offer-holder to make a DBS application.

Where there is a conviction, the School convenes a panel either on the basis of the self-declaration or after the DBS certificate is issued.

1.14 Panel recommendations of application / offer withdrawals. One possible outcome of a panel meeting is that the School makes a recommendation to the Head of Admissions; for applicants that the application be cancelled or, where appropriate, that an offer to study be withdrawn in accordance with this paragraph in this Policy.

1.15 Where the application or the offer of a place for a course of study is withdrawn as a result of the panel recommendation, then the applicant will be informed in writing by the Head of Admissions. If an applicant wishes to 'appeal' against the decision, then the **Appeals and Complaints Procedure for Enquirers and Applicants** should be followed.

Appendix 4:

Appeals and Complaints Procedure for Enquirers and Applicants

1 Scope

This procedure is applicable to all enquirers and applicants for registration to courses of study at Bangor University.

2 Purpose of the procedure

The University has established an Appeals and Complaints Procedure for Enquirers and Applicants to ensure that our process is fair, and that the rights of all enquirers and applicants are clear. Invoking this policy must not disadvantage enquirers or applicants in any way.

3 Definitions

3.1 Appeal: a request for the reconsideration of a decision on an application.

A successful appeal would result in the reconsideration of the application. This may lead to either changing or upholding the original decision.

3.2 Complaint: a complaint applies to the application or enquirer process or events provided by the University or to the actions / behaviour of a member of staff during the process.

A successful complaint submission may result in, for example, an apology and / or an agreement to review existing practices and procedures with a view to improving the service provision.

3.3 Academic or professional judgement: The consideration and matching of the qualifications (incl. English language requirements where applicable) and /or experience to the course entry requirements in addition to appropriate supervisory availability. A complaint or appeal must not rely solely on questioning academic or professional judgement and should include supporting evidence where available.

4 Grounds for Appeal or Complaints

Accepted grounds to appeal or complain are:

4.1 **Procedural irregularity**: where the enquirer / applicant can demonstrate that the University has not adhered to its own stated procedures;

4.2 **New information becomes available**: which had it been provided earlier, may have affected the decision. If this information could have been provided sooner, but was

not, it may not be accepted. The applicant must provide details of why the new material information was not provided at the time of application.

4.3 **Evidence of bias or prejudice**.

PLEASE NOTE: Appeals against the academic or professional judgement of those making the decision on an application will not be accepted.

5 Time limits

The appeal / complaints procedure (Stage 2) must be invoked within 15 days of a decision or the circumstances giving rise to the complaint.

Normally a response to the appeal / complaint will be provided within 10 working days.

6 Third party Appeals and Complaints

In order to comply with Data Protection legislation, Appeals and/or Complaints can only be considered when submitted by the enquirer / applicant or someone to whom the enquirer / applicant has given written consent to act on their behalf. The written consent must be provided to the University who may make enquiries directly in order to confirm consent.

7 The Procedure

There are three stages to the University's Appeals and Complaints for Enquirers and Applicants Procedure.

Stage		Instruction	Admissions Policy Reference:	Applicant Time Scale	University Response Timescale
1	**Feedback** (informal)	Enquirers / applicants should request feedback on their application / informal enquiry from the relevant admissions team via the following email addresses: All International applications – internationaladmissions@bangor.ac.uk UK Postgraduate applications – postgraduate@bangor.ac.uk UK Medicine applications – medicineadmissions@bangor.ac.uk UK Professsional health programmes – health.applications@bangor.ac.uk All other UK applications – admissions@bangor.ac.uk . (This does not automatically initiate a reconsideration of an application or a challenge to the decision.)	Section 11	Must submit a written request within 5 working days of the decision / circumstances giving rise to the complaint.	A response will normally be provided within 10 working days. Feedback may be given in person, over the telephone or in writing.
2	**Appeal / Complaint** (see 2 above**)**	If unresolved after Stage 1, the enquirer / applicant should fully complete and submit the official form and submit to the Relevant Director of UK / International Admissions. The relevant Director will log the case and investigate the concerns raised. Outcome of a successful appeal / complaint: see **3.1** and **3.2** above.	Section 12.2	Must normally submit the fully completed form (together with all supporting documentation) within 15 working days of the original decision /	The Director of UK Recruitment and Admissions / Director of International Operations and Admissions will normally respond in

				circumstances giving rise to the complaint..	writing to the applicant within 10 working days from receipt of the formal appeal or complaint.
3	**Review** (if the complainant remains unsatisfied. This is the FINAL stage.)	A review request must be sent in writing to appeals@bangor.ac.uk for the attention of the Senior Student Safeguarding, Conduct and Complaints Officer, clearly listing the reasons for escalating the matter. The request must include all relevant information relating to the outcome of Stages 1 and 2. At this stage, the decision of the Chief Marketing Officer (or nominee) will be final. Outcome of a successful Review: see **3.1** and **3.2** above.		This should normally be done within 20 working days from receipt of the response to the appeal / complaint at Stage 2.	The Senior Student Safeguarding, Conduct and Complaints Officer will normally respond in writing to the applicant within 20 working days from receipt of the formal re-appeal submission.

8. Appeals and Complaints Data and Records

By submitting a signed Appeal or Complaint form, the enquirer / applicant grants permissions for the University to process and disclose the information provided (as part of the appeal / complaint and the original application) to those who need to see it for purposes relating to the appeal / complaint and its consideration.

All records relating to the complaint / decision with be held in compliance with the Data Protection Act (1998) or the General Data Protection Regulation.

Outcome decisions will be recorded and stored as part of the University's record of your application.

The details and full documentation of the appeal / complaint will be held in a separate central file by the Director of UK Recruitment and Admissions / Director of International Operations and Admissions /or the Officer for Regulations, Complaints and Appeals, as appropriate.

ENQUIRER / APPLICANT APPEALS AND COMPLAINTS FORM

[Stage 2 of the Appeals and Complaints Procedure for Enquirers and Applicants - see for guidance.]

The completed and signed form should be sent to:

Email:

Director of UK Recruitment and Admissions:

Laura Coulthard

Director of International Operations and Admissions:

Sam Jackson-Royle

Or by recorded post to:

Director of UK Recruitment and Admissions / Director of International Operations and Admissions (delete where appropriate)
Admissions Office, Bangor University
Rathbone Building
College Road, BANGOR
Gwynedd, LL57 2TF

TITLE (Mr, Miss, Dr, etc):			
SURNAME:		FIRST NAME (S):	
ADDRESS:			
UCAS / APPLICANT REFERENCE NUMBER (if applicable):			
COURSE APPLIED FOR / COURSE OF INTEREST:			
CONTACT TELEPHONE:			
EMAIL ADDRESS:			

Please complete Sections 1 and 2.

SECTION 1a:I wish to make an APPEAL (*for applicants*):		(Please **tick**)
GROUNDS FOR APPEAL (You must select one of the following):	• Procedural irregularity:	(Please **tick** and provide full details and evidence in **Section 2** below)
	• New information:	(Please **tick** and provide full details and evidence in **Section 2** below)
	• Evidence of bias or prejudice:	(Please **tick** and provide full details and evidence in **Section 2** below)
	NOTE: there is no provision for appeal against the academic or professional judgement of those making the decision on an application.	
Please confirm that you have already obtained informal feedback from the Admissions Office / Admissions Tutor:		(Please **tick** and provide full details and evidence in **Section 2** below)

OR

Cont./

SECTION 1b: I wish to make a COMPLAINT (*for enquirers or applicants*):	(Please **tick**)

SECTION 2: Full Details of Appeal or Complaint
• Give full, specific details of the appeal / complaint including dates and names of individuals concerned, as appropriate. • If you are Appealing on the grounds of new information / evidence, **please fully explain why this was not available at the time of the initial application**.

• Include information on the Stage 1 feedback / discussions which have taken place ahead of the appeal / complaint submission. • Please provide any other information which you feel is relevant. • Please note that all information and supporting documentation should normally be submitted with this form as it may not be possible to consider information / material which is submitted later in the process without good reason.
Continue on a separate sheet if necessary.

List all documents / evidence accompanying this submission.

I declare that the information in this form is true and accurate. I agree that my information and data can be shared where necessary for consideration of the appeal / complaint.	
Signed:	
Print Name:	
Date:	

THIRD PARTY APPEALS AND COMPLAINTS

In compliance with Data Protection legislation, appeals and complaints can only be considered when submitted by the enquirer / applicant or someone to whom the enquirer / applicant has given written consent to act on their behalf (ie, a third party).

If you are submitting this form on behalf of an enquirer or applicant, please provide your details below:

TITLE (Mr, Miss, Dr, etc):			
SURNAME:		FIRST NAME (S):	
ADDRESS:			
CAPACITY: (eg Agent, parent, etc)			
THIRD PARTY SIGNATURE:			
ENQUIRER / APPLICANT CONSENT SIGNATURE:*			