University of York Admissions Policy
Scope of policy

This policy applies to all applications for undergraduate and postgraduate programmes at the University of York. The Policy is intended to give guidance to staff and prospective students on the University’s procedures for recruiting, selecting and admitting undergraduate and postgraduate students.

Responsibility and monitoring of policies and procedures

Admissions policy: This policy is the responsibility of the Director of Student Recruitment and Admissions and is reviewed and updated annually.

Admissions procedures: The admission of students to the University is managed by Student Recruitment and Admissions (SRA). The Head of Admissions is responsible for the delivery of the admissions service. Reporting to the Head of Admissions, the Undergraduate and Postgraduate Admissions Managers monitor admissions procedures within SRA. Admissions procedures are reviewed annually and updated where necessary.

Departmental admissions procedures are monitored by departmental admissions tutors or boards of studies with advice from the Director of Student Recruitment and Admissions and the Admissions Managers.

The University’s recruitment and admissions aims

The University is committed to excellence in recruitment and admissions practice and procedures which are designed to contribute to its aims of admitting students of high quality. The University aims to provide a professional and fair service for all enquirers and applicants.

The University aims to select students who:

- have the ability and motivation to benefit from the academic opportunities offered
- will contribute to the research-led environment of the University
- will fully engage with and contribute to university life

The University is committed to widening participation in higher education and aims to maintain a socially and culturally diverse student population. Principles of inclusion and equality of opportunity are central to the recruitment, selection, admission and retention of students.

Throughout our recruitment and admissions activities, we are committed to ensuring that no prospective or existing student is treated less favourably on the grounds of age, race, colour, nationality, ethnic origin, faith, disability, HIV status, sexual orientation, gender, marital or parental status, political belief or social or economic class.

Legislation and regulation

National Legislation: This policy takes into account the following relevant legislation:

- Age Discrimination Act 2006
- Consumer Rights Act 2015
- Data Protection Act 1998
- Disability Discrimination Act 2005
National Guidelines: We are committed to providing a fair, effective and professional admissions service which is consistent with good practice as defined in the Quality Assurance Agency's Code of Practice on Recruitment, Selection and Admission to Higher Education 2013.

Institutional Regulation: This policy is approved by the University Senate and reviewed by the University Teaching Committee. The policy observes the University policies on data protection, equality and diversity, students with disabilities and widening participation. The policy also ensures that the University meets its obligations under the Tier 4 visa arrangements for overseas students.

This policy also takes account of the Policy on Research Degrees available at:
www.york.ac.uk/research/graduate-school/support/policies-documents/research-degree-policy

Responsibilities

Responsibility for recruitment and admissions activities

SRA works closely with academic departments and other support services across the University to ensure the delivery of a fair, effective and professional recruitment and admissions service.

Student Recruitment and Admissions:

- ensures the effective implementation of the Recruitment and Admissions Policy and associated procedures;
- promotes the University and its programmes through a range of recruitment activities and materials;
- provides information, advice and guidance to academic departments, support services, enquirers, applicants and their advisors;
- assesses applications to make or authorise decisions to offer or reject;
- informs University planning activities surrounding the delivery of student intakes and programme approvals and withdrawals;
- working with academic departments, informs the setting of entry requirements;
- develops, delivers and maintains appropriate admissions systems;
- provides training sessions and information events for all staff involved in recruitment and admissions activities.

Academic departments:

- provide course and selection information to inform the development of publications and to enable accurate and informative responses to enquiries;
participate fully in enquirer and applicant engagement activities, such as Open Days and Visit Days;
working with SRA, determine selection criteria to be used in the assessment of applications in order to ensure the recruitment of students who are able to succeed on their chosen programme of study;
assess applications and recommend decisions

Training

The University is committed to ensuring that all admissions staff are fully trained in procedures and are kept aware of any changes in policy made nationally or at an institutional level. Training in admissions is the responsibility of SRA.

SRA runs an annual training session for all new admissions tutors and refresher training for more experienced staff. This training offers guidance in key areas and highlights the role of departmental admissions staff.

At key points in the admissions cycle, SRA hosts a number of information and briefing sessions for all staff involved in recruitment and admissions. These meetings are intended to inform departmental staff of any changes in admissions practice and to share good practice in admissions.

SRA also provides admissions system specific training sessions for admissions staff.

Ad hoc working groups may be convened or conferences attended as required to discuss specific admissions issues.

Enabling prospective applicants to make informed choices

Information for enquirers, applicants and their advisors

The University selects and recruits students by:

- providing clear and transparent admissions information to prospective applicants
- operating a fair and effective admissions process
- ensuring the consistent application of policy across the University
- encouraging applications from the widest range of educational, social and cultural backgrounds

The University participates in activities to promote the University and its programmes, including open days, higher education fairs and education liaison events.

Admissions and programme information is published in our undergraduate and postgraduate prospectuses and is available through our Course Finder at www.york.ac.uk. Information on undergraduate programmes is also available at www.ucas.com. Information on postgraduate programmes is also available through a range of external directories which are reviewed and updated as appropriate by SRA.

Applicants are advised to refer to our webpages for the most up-to-date information.
Entry requirements and typical offers

The University welcomes applications from candidates who can demonstrate that they have the ability to succeed on the programme to which they have applied and that they will benefit from and contribute to the learning, research and social environment at the University.

The University’s typical academic entry requirements for each programme are set by the relevant department or school in consultation with SRA and are published annually in the undergraduate and postgraduate prospectuses and via the Course finder at www.york.ac.uk. For undergraduate courses the academic entry requirements can also be found on www.ucas.com.

Applications to highly subscribed programmes will be assessed competitively so applicants should be aware that meeting typical entry requirements does not automatically guarantee the offer of admission.

Academic requirements

Undergraduate programmes: The University considers a wide range of UK, EU and international qualifications for entry and applicants can be assured of flexible and individual consideration of their qualifications profile. Details of general entry requirements can be found at: www.york.ac.uk/study/undergraduate/applying/entry

Postgraduate taught programmes: For MA / MSc taught programmes, candidates should normally possess at least a lower second class (2ii) honours degree (or equivalent alternative or overseas qualification), however some programmes require a higher academic entry requirement so candidates should always refer to the respective individual programme requirements.

Postgraduate research programmes: For MPhil, PhD or EngD research programmes, candidates will be expected to have a first degree, normally an upper second class 2(i) honours degree (or equivalent alternative or overseas qualification) in a relevant subject, or a relevant postgraduate Master’s qualification (or equivalent). For admission to an MA or MSc programme by research, candidates should normally possess at least a lower second class (2ii) honours degree (or equivalent alternative or overseas qualification). Some programmes require a higher academic entry requirement so candidates should always refer to the respective individual programme requirements.

Exceptions (academic waivers) for postgraduate programmes: Exceptions to academic requirements may be made, for example for candidates applying to take programmes as mid-career continuing professional development or those with extensive relevant work experience. Such exceptions will require the support of the Head of Department or Chair of Graduate School and approval of the Chair of the University’s Teaching Committee (for both taught and research programmes).

English Language requirements

All applicants to the University whose first language is not English are required to show evidence of the level of their proficiency in the English language. The following scores in English language qualifications are required as a minimum by the University:
<table>
<thead>
<tr>
<th>English Language Qualification</th>
<th>Overall Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>International English Language Testing System – IELTS</td>
<td>6.0 with no less than 5.5 in each component</td>
</tr>
<tr>
<td>Pearson – PTE Academic</td>
<td>55 with no less than 51 in each component</td>
</tr>
<tr>
<td>Cambridge Certificate in Advanced English – CAE</td>
<td>Taken before January 2015: C with ‘Good’ in Writing</td>
</tr>
<tr>
<td></td>
<td>Taken after January 2015: 169 with no less than 162 in each component</td>
</tr>
<tr>
<td>Cambridge Certificate of Proficiency in English - CPE</td>
<td>Taken before January 2015: C</td>
</tr>
<tr>
<td></td>
<td>Taken after January 2015: 169 with no less than 162 in each component</td>
</tr>
<tr>
<td>GCSE English Language</td>
<td>C</td>
</tr>
<tr>
<td>TOEFL iBT</td>
<td>79 with a minimum of 17 in Listening, 18 in Reading, 20 in Speaking and 17 in Writing</td>
</tr>
<tr>
<td>Trinity ISE</td>
<td>Level 3 with Pass in all</td>
</tr>
</tbody>
</table>

Only English language tests taken within the last two years (i.e. prior to the proposed programme’s start date) are valid for entrance purposes.

Beyond these minimum requirements, individual departments set their own English language entry requirements. Further details of the requirements for each department are available at www.york.ac.uk/study/undergraduate/applying/entry/english-language for undergraduate programmes and www.york.ac.uk/study/postgraduate/apply/international/english for postgraduate programmes.

**Alternative evidence of English Language ability**

**Undergraduate:** The University accepts scores from local examinations as equivalent to the minimum outlined above. Details are available at: www.york.ac.uk/study/undergraduate/applying/entry/english-language
**Postgraduate:** Applicants for whom English is not their first language but who have successfully followed or are currently following a full-time university degree level programme of a minimum of one year’s duration in the UK or other majority English speaking country may be exempt from the English Language requirements.

Applicants achieving the University minimum but failing to meet the English language requirements set out in their offer may be able to improve their language skills by under taking a pre-sessional programme with the Centre for English Language Teaching (CELT). Further information about the programmes offered by CELT is available at www.york.ac.uk/celt.

**References**

Applicants to undergraduate programmes are required to submit one academic reference as part of their UCAS application.

Applicants to postgraduate taught programmes are required to submit one academic reference as part of their application.

Applicants to postgraduate research programmes are required to submit two academic references as part of their application.

Further information concerning content and format of references is available at www.york.ac.uk/study/postgraduate/apply/supporting-documents

**Non-academic requirements**

There are additional non-academic requirements for applicants to subjects allied to medicine, social work and teaching courses. Further details including Disclosure and Barring Service (DBS) requirements and Fitness to Practice requirements are available from individual departments.

**Finances**

Postgraduate applicants are asked to indicate how they intend to meet the cost of tuition fees for the full duration of the programme. Applicants in receipt of scholarship funding should where possible provide confirmation of this.

Details of funding and scholarships are available at www.york.ac.uk/study/postgraduate/fees-funding

**Verification**

The University requires applicants to provide satisfactory evidence of their achievement and reserves the right to verify all qualifications declared by an applicant. In the event that an applicant is unable to evidence their achievement to the satisfaction of the University, we reserve the right to withdraw the application.
How applications are assessed

Selection principles

The University is committed to fair admissions and considers applicants on an individual basis, assessing both ability and suitability for the course that has been applied to. The University considers past and predicted academic achievements as well as other evidence of ability, skills, interests, motivation and potential.

The University’s processes are designed to lead to the selection of students who can be expected to complete their studies successfully. Selection decisions are made by trained staff in both departments and SRA. In order to ensure fairness and consistency in decision making, all decisions are authorised by SRA.

Assessing applications

All applications are assessed individually and holistically. In assessing the ability and suitability of applicants, we consider the following information as provided in the application form and supporting documentation:

- achievement in awarded or partially complete qualifications
- predicted achievement in qualifications yet to be awarded
- personal statement/statement in support of the application/CV
- references
- sample of written work (selected programmes only)
- research proposal (for postgraduate research programmes)

In addition, some programmes may require applicants to participate in an interview as part of the selection process. Interviews will be organised by individual departments and will be undertaken by staff trained in admissions and interview procedures.

Applications for research programmes will only be considered where an appropriate supervisor(s) and resources are expected to be available for the duration of the normal period of study. A decision to admit a student will normally involve at least two members of academic staff, normally including the departmental Graduate Chair (or other departmental officer) and the prospective supervisor.

Information about departmental selection procedures is available in the prospectus and on programme webpages.

Contextual information

To gain a full understanding of an applicant’s achievement and ability, we encourage admissions selectors to consider the contextual information provided in the application and from other sources.

For applications to undergraduate programmes, the University of York Access Scheme is intended to support access to the University for those who have faced challenges – social, personal or educational – which may have affected their performance by providing applicants with an opportunity to supply additional information in support of their application. Details of the University of York Access Scheme are available at www.york.ac.uk/study/undergraduate/applying/access-scheme
For undergraduate applications submitted via UCAS, the University receives contextual data relating to school performance (at GCSE and A level), HE participation rates according to postcode and proportion of candidates entitled to free school meals. The University is collecting this data for research and monitoring purposes. Data is also being collected at the postgraduate level through the Select application form. This data is not being used in the assessment of individual applications whilst we consider the evidence base and reliability.

Keeping applicants informed

Communicating with applicants

The University recognises the importance of keeping applicants informed throughout the application process. Key updates are provided throughout the admissions cycle and may be communicated either directly by the University, or through UCAS. Communications include, but are not limited to:

- Acknowledgement of application receipt
- Confirmation that a decision has been made
- Confirmation of any conditions required for admission if an offer has been made
- Confirmation of reasons for rejection if an application has been unsuccessful
- Confirmation of admission where all conditions have been satisfied
- Information relating to applying for accommodation
- Information relating to Tier 4 student visas and ATAS requirements (where applicable) for overseas students
- Welcome and enrolment information

You@York

Undergraduate offer holders and postgraduate applicants are provided with access to an applicant portal, You@York, to enable them to engage with their application. Through You@York, applicants are able to:

- manage their application
- view their offer and other related correspondence
- upload supporting documents, such as certificates
- apply for a Tier 4 Confirmation of Acceptance for Studies (CAS) if appropriate
- book visits to the University if appropriate
- apply for pre-sessional English Language courses if applicable
- engage with course materials provided by academic departments

Applying

How and when to apply

Undergraduate programmes: Applications to undergraduate degree programmes at the University are made through the Universities and Colleges Admissions Service (UCAS). The University observes the rules and procedures laid down by UCAS. More information about applying through UCAS and application deadlines can be found at www.ucas.com

Postgraduate programmes: Applications to postgraduate programmes are made directly to the University via ‘Select’, our online application service. Applicants who are unable to use the online
application service may apply using a paper application form. More information about applying and recruitment rounds is available at www.york.ac.uk/study/postgraduate/apply. Applicants are advised to apply as early as possible. Some programmes operate application deadlines, and these will be advertised via the relevant programme information in the Course Finder.

Applicants planning to apply for funded places should refer to the deadline of the funding body and ensure their application is submitted with sufficient time.

**Time taken to consider an application**

The University aims to consider applications and make decisions as quickly as possible. However, given the volume, range and quality of applications we receive, we are not always able to make an admissions decision immediately.

**Undergraduate programmes:** The University respects the UCAS application deadline for guaranteed equal consideration. For highly subscribed programmes, in order to ensure fairness in decision making, decisions may not be made until after the equal consideration deadline has passed.

**Postgraduate programmes:** The University aims to respond to applications within six weeks of submission, though for some programmes and at peak times applicants may have to wait longer for a response.

**Our decisions**

**Offers of entry for successful applicants**

Successful applicants will receive an offer of admission to the University. The offer of admission will either be *conditional* on the basis of qualifications or requirements yet to be completed or met, or *unconditional* meaning that all necessary requirements for admission have been met.

All successful applicants will be issued with a formal offer of admission to the University detailing:

- details of the programme of study being offered
- year of entry
- duration
- tuition fee status and tuition fees
- details of how to respond to the offer

**Undergraduate applicants:** Offer conditions and response deadlines will be confirmed via UCAS Track.

**Postgraduate applicants:** Offer conditions and response deadlines (if applicable) will be confirmed in the offer letter (accessible via You@York).

**Alternative course offers**

The University may decide that it is unable to offer admission to the original programme to which an applicant has applied, but is able to make an offer for an alternative programme. In this situation the University will contact the applicant to confirm that they wish to be made the offer for the alternative programme.
Feedback for unsuccessful applicants

The University is committed to providing feedback to applicants who have not been offered a place.

All unsuccessful applicants are given feedback via UCAS Track (undergraduate applicants) or via You@York (postgraduate applicants). Applicants wishing to request additional feedback, may contact SRA in writing, by email or letter. Applicants are able to request feedback at any time during the admissions year in which they are applying. The University aims to respond to requests for feedback within twenty working days of receipt.

Applicant responses

Responding to offers and response deadlines

Undergraduate applicants: Undergraduate applicants should respond to their offers via UCAS Track. Response deadlines apply and will be confirmed via UCAS Track. In accordance with UCAS guidelines, applicants are able to rearrange their firm, insurance and decline responses up to 7 calendar days after the date of their original reply or decline by default deadline. Requests to change responses after this period will be considered on a case by case basis and with the consent of all providers affected.

Postgraduate applicants: Postgraduate applicants should respond to their offers via You@York. Where response deadlines apply, these will be confirmed within the offer letter. Subsequent changes to responses can be made via You@York.

Confirmation of place

Meeting conditions

If an applicant who has received a conditional offer fulfils the conditions of the offer as specified, or if the University exercises its discretion to accept an applicant on the basis of satisfactory academic performance, then an unconditional offer will be made. Confirmation will be provided either via UCAS Track (undergraduates) or by email and You@York (postgraduate).

Deadlines for satisfying offer conditions

Undergraduate applicants: Academic and non-academic conditions (other general entry requirements) of offers must be met by 31 August of the application cycle in which the application has been submitted (this also applies to applications for deferred entry). This is explained in the UCAS offer letter which applicants receive when an institution makes an offer of admission. This means that the University needs to have received results either through UCAS or directly from the applicant by 31 August to guarantee the place on the course.

We aim to confirm places after that date on courses which can still accommodate students, however, this is not always possible. Applicants should ensure that we receive all the results upon which their offer is based by 31 August to ensure that we are able to process them and, if appropriate, confirm the applicant’s place.
**Postgraduate applicants:** There are no fixed deadlines by which conditions of offers have to be met for postgraduate applicants. However, all conditions must be met before a postgraduate applicant will be able to enrol as a student of the University.

**Applicants with additional support needs**

The University has an explicit policy of providing support for students with disabilities and believes that these students should have access to the full range of academic, cultural and social activities the University offers. Therefore, the University will take all reasonable steps to meet both the general need for access and the specific needs of individuals with additional support needs.

Students with disabilities, as all other students, are accepted by the University on the basis of academic attainment and potential to benefit from the programme to which they have applied.

Applicants are encouraged to declare their disability when they apply as this enables the staff assessing the application to engage in further discussion with the applicant and identify appropriate adjustments where applicable. Applicants who choose not to disclose their disability at the point of application will be provided with other opportunities to provide such information later in the process. Any disability disclosure will be dealt with confidentially and sensitively. Disability awareness training is offered to all staff. The information provided will only be taken into account in the admission process if it appears the University will be unable to make the adjustments required to enable the applicant to access their chosen course of study.

Certain disabilities may preclude entry to certain programmes (e.g. those in subjects allied to medicine, and those leading to qualified teacher status).

**Student immigration**

**Entry clearance**

Students wishing to enter the UK must comply with the UK Visas and Immigration (UKVI) Points-based Immigration System. Further information is available at www.gov.uk/tier-4-general-visa.

The University also provides additional information and support which is available at www.york.ac.uk/study/international/visas-immigration

The University is committed to meeting our requirements as a sponsor of Tier 4 students. In the event of changes to immigration legislation, or if information becomes available that might impact our ability to sponsor a student, the University reserves the right to amend or withdraw an offer of admission.

**Academic Technology Approval Scheme (ATAS)**

Students applying for certain science, engineering or technology programmes may need to apply for an ATAS certificate before applying for a Visa, Entry Clearance or Extension of Stay. Further information about ATAS certificates is available at www.gov.uk/guidance/academic-technology-approval-scheme
Applicants with criminal convictions
As part of its duty of care the University requires all applicants who disclose a relevant criminal conviction to provide further information concerning the conviction prior to the University making an offer of admission. Where appropriate, and with the candidate’s permission, information may be sought from a probation officer or other relevant official. The University will use all available information to assess for the potential risk of harm to others. The Undergraduate or Postgraduate Admissions Manager will make this assessment initially and consult with the Head of Admissions / Director of Student Recruitment and Admissions if required. Further consultation may be made as appropriate with the University’s Academic Registrar and/or the Secretary and Registrar. The University reserves the right to withhold an offer or set conditions on an applicant’s enrolment where we feel this is appropriate. After the assessment the University will keep the relevant information confidentially against the applicant’s centrally-held admissions record.

In the event that a criminal conviction is declared or comes to light following the issue of an offer of admission, the University reserves the right to withdraw the offer where we feel this is appropriate.

Age on entry
Applications for study from candidates who would be under the age of 18 at the point of entry will be considered in accordance with University regulation 6.1.

- Anyone who has not reached the age of 17 on the first day of the month in which their programme of study would commence will not be admitted without the express permission of the Registrar and Secretary or their nominee and the written authorisation of an appropriate adult, normally their parent or guardian.
- Anyone who has reached the age of 17 but not the age of 18 on the first day of the month in which their programme of study would commence will only be admitted with the written authorisation of an appropriate adult, normally their parent or guardian.

Applications for advanced entry
The University will consider applicants for advanced entry (e.g. to year 2 of a programme) on an individual basis. The University considers applications for advanced entry on the basis of accreditation of prior certified learning (APCL) or accreditation of prior experiential learning (APEL).

The University recommends that all applicants requesting advanced entry contact the department concerned to discuss the opportunities prior to application. The department will be able to advise on its policy on advanced entry and provide specific advice for each applicant’s circumstances. Offers for advanced entry will be made in accordance with the University Policy on Accreditation of Prior Learning (APL) which can be found at www.york.ac.uk/admin/aso/teach/policies/APLGuidance092010.pdf

Re-applications
The University will consider re-applications on an individual basis and reserves the right to use information from a previous application in assessing a re-application.
Re-admission of students

Applications from the following will require the approval of the University Special Cases Committee before an offer of admission can be made:

- Students who have previously been sent down by the University of York
- Undergraduate students who have previously failed a University examination at York or have withdrawn from the University and are seeking admission to the same, or any of the same, subjects previously studied
- Undergraduate students who have already been twice admitted to a first year at York regardless of whether or not the subject(s) studied previously are the same
- Postgraduate students who have already been admitted to a postgraduate programme and failed to complete it whether or not the subject(s) studied previously are the same

Applications for deferred entry

The University welcomes applications for deferred entry. Applicants who have not initially applied for deferred entry, but decide that they wish to defer their application prior to enrolment will be considered on an individual basis. These requests must be made in writing, by email or letter, to SRA (see contact points below).

Applicants must normally have satisfied all conditions in order to defer their place. The normal maximum length of deferral that will be considered is two years; after this period a candidate would be required to re-apply.

Fraud, plagiarism and omission

The University will check qualifications, personal statements, written work, and research proposals provided as part of an application for potential fraud, plagiarism, collusion or other indications that the application submitted is not wholly the work of the applicant. The University will also want to ensure that candidates have provided complete information (e.g. concerning details of previous periods of study or employment) and may seek additional information to resolve any uncertainties in the application.

The University reserves the right to reject an application on the basis of lack of integrity in an application or supporting documents, and to cancel or withdraw any offer made on the basis of an application that has been found to contain fraudulent or plagiarised information, or where it believes information may have been withheld. Any student found to have been admitted on the basis of fraudulent, plagiarised or withheld information may have their studies terminated.

Undergraduate applicants: The University abides by UCAS rules and procedures concerning fraudulent applications. Any application suspected by the University to contain fraudulent information will be referred to UCAS.

As part of the UCAS application process all personal statements are checked for potential plagiarism. UCAS will notify both the University and the applicant if they feel that there are reasonable grounds to suspect potential plagiarism. The University reviews all cases of potential plagiarism individually and may contact an applicant for more information about the situation before making a decision.
The University reserves the right to reject an application on the basis of plagiarism in a personal statement or to withdraw an offer of admission should evidence of plagiarism come to light after an offer has been made.

**Re-marks and appeals**

Applicants who have applied for a re-mark or appeal with an awarding body should notify the University immediately. Whilst we will make every effort to reconsider applicants whose grades are amended as the result of a successful re-mark, it may not always be possible to hold an offer open pending the outcome of an appeal. In the event that a re-mark is successful and the course applied to is full, an applicant may be offered an alternative course or entry year.

**Financial information**

**Tuition fees**

Information relating to tuition fees is available at

**Undergraduate applicants**: www.york.ac.uk/study/undergraduate/fees-funding

**Postgraduate applicants**: www.york.ac.uk/study/postgraduate/fees-funding

**Assessment of tuition fee status**

The offer of admission will confirm the fees to be charged based on the programme of study and the applicant’s fee status. Applicants are assessed as eligible to pay either home tuition fees or overseas tuition fees by SRA. This decision is based on the information provided in the application regarding nationality and residence, and in the case of undergraduate applicants, the residential category selected via UCAS. Decisions are based on the guidance provided by the UK Council for International Student Affairs (UKCISA) (www.ukcisa.org.uk).

If the University considers an applicant’s fee status to be unclear from the information provided in the application, SRA will contact the applicant to ask for further information. This process will normally take place at the point of offer.

By accepting our offer of admission, applicants are accepting the University’s decision in relation to their fee status. This decision is made on the basis of the available evidence at the time. Once candidates have enrolled with the University, decisions can only be changed in certain specific and exceptional cases and a change in fee status may or may not be backdated to the point of initial enrolment. Where applicants consider that our decision is incorrect, they are required to query this prior to enrolment.

**Changes to programmes**

The University considers changes to programmes very carefully. The University endeavours to inform applicants at the earliest opportunity of any significant changes to or suspension of a programme made between the offer of admission and enrolment.
**Enrolment and induction**

Applicants who have firmly accepted an unconditional offer will be invited to enrol online. Applicants for entry in September will be invited to enrol from August. Applicants starting at different times throughout the year will normally be invited to enrol from approximately one month prior to entry. Full information about welcome activities and enrolment is available at [www.york.ac.uk/students/studying/enrolment](http://www.york.ac.uk/students/studying/enrolment)

**Appeals and complaints**

**Appeals:** Applicants may raise a complaint about the application process and/or its outcome, but do not have an automatic right of appeal against a decision as to whether or not they should be offered a place at the University. However, the University will normally review admissions decisions where a complaint has been received about the application process and/or its outcome, or if new information about an application comes to light.

**Complaints:** Applicants who experience a problem with any service provided by the University or anything else within the control of the University, should normally first raise the matter with the person responsible for the service. If informal discussion does not resolve the situation satisfactorily, then the complainant should write to: The Director of Student Recruitment and Admissions, Student Recruitment and Admissions, University of York, The Stables, Heslington, York YO10 5DD.

The University’s Policy and Procedure for Dealing with Complaints from Students, Student Applicants and Student Placement Providers is available at [www.york.ac.uk/about/departments/support-and-admin/sas/complaints](http://www.york.ac.uk/about/departments/support-and-admin/sas/complaints)

The University aims to reply promptly to all complaints.

If the complaint remains unresolved it may be referred to the Office of the Independent Adjudicator for Higher Education (OIAHE). The role of the OIHE is principally to consider whether the provider has correctly applied its regulations and followed its procedures and whether the outcome was reasonable in all the circumstances. The OIAHE will therefore not consider the outcome of complaints regarding admissions decisions, however, in cases where the complaint concerns the failure to follow due process in reaching a decision it may be referred to the OIAHE.

**Applicant data**

The data submitted as part of each application is used to assess the suitability of an applicant for study at the University. Anonymised data is also used by the University for statistical and reporting purposes. Application data forms part of the student record for applicants who are admitted to the University. The University complies with the Data Protection Act 1998 in its use of applicant data.

**Equal Opportunities monitoring**

The University values the diversity of its members and is committed to the creation of a positive environment which is fair, welcoming and inclusive and where everyone is treated with dignity and
respect. We welcome applicants with varied experiences and different backgrounds, and are committed to ensure that no student with potential is deterred from applying.

The University is committed to a policy of equal opportunities. To enable the University to monitor the effectiveness of this policy, applicants are asked to complete a series of Equal Opportunities Monitoring questions either through UCAS or Select. Educational institutions also have a duty under the Equality Act (2010) to advance equality of opportunity between people from different groups. Diversity awareness training is offered to all staff.

Information provided is used solely for the purpose of monitoring application and admission rates and forms no part of the selection procedure (i.e. this information is not forwarded to assessors). All information will be handled in confidence and in accordance with the Data Protection Act.

Further information concerning the University’s Equality and Diversity policy for Students is available at www.york.ac.uk/admin/eo/policies/EqualityDiversityPolicyStudents.htm

Further information

Relevant websites

Specific information about studying at the University is available at www.york.ac.uk/study.

Further general information about the University is available at www.york.ac.uk

Relevant publications

The University annually publishes a postgraduate and undergraduate prospectus which is either available at www.york.ac.uk or by calling the prospectus hotline on +44 (0)1904 324000.

Contact details

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

Address: Student Recruitment and Admissions
University of York
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