

LIVERPOOL JOHN MOORES UNIVERSITY

# LJMU Code of Practice for Admissions

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LJMU

December 2018

# Contents

Chapter 1 – Introduction.....	1
1.1    Purpose .....	1
1.2    Ownership and Compliance .....	1
1.2.1    Roles and Responsibilities .....	2
1.2.2    Faculty Admissions Hubs .....	2
1.2.3    International Admissions team .....	2
1.2.4    Student Recruitment and Admissions (SRA) .....	3
1.2.5    Faculty .....	3
1.2.6    International Recruitment team .....	4
1.2.7    Marketing.....	4
1.3    Institutional responsibility .....	4
1.3.1    UK Visas and Immigration (UKVI) Compliance.....	4
1.3.2    Academic Planning and Information Services (AP&IS). .....	4
1.3.3    Research support .....	5
1.3.4    Student number target setting .....	5
1.4    Approval and promotion of programmes.....	5
1.4.1    Approval of programmes .....	5
1.4.2    Course Information .....	5
1.4.3    Promotion of programmes .....	5
1.4.4    Undergraduate programmes .....	6
1.4.5    Postgraduate/Part-time programmes .....	6
1.4.6    Postgraduate Research programmes.....	6
1.4.7    Advertising programmes.....	6
1.4.8    CMA requirements.....	7
Chapter 2 – Home Admissions .....	8
2.1    Entry Criteria .....	8
2.1.1    Responsibility .....	8
2.1.2    Review of entry criteria.....	9
2.1.3    Entry criteria for UCAS Extra/ Clearing .....	9
2.2    UCAS Tariff .....	9
2.2.1    Entry requirement examples: .....	10
2.2.2    Postgraduate/Part-time and Research programmes.....	11
2.2.3    CPD.....	12
2.2.4    References .....	12
2.3    Application process .....	12

2.3.1	UCAS applications .....	12
2.3.2	Postgraduate professional programmes.....	12
2.3.3	Postgraduate/ Part-time/ CPD programmes .....	13
2.3.4	Application turnaround times.....	13
2.3.5	UCAS Record of Prior Acceptance (RPA).....	13
2.3.6	UTT applicants.....	13
2.3.7	Degree Apprenticeship programmes.....	14
2.3.8	Direct Admits .....	14
2.4	Fraudulent applications .....	15
2.5	Plagiarism.....	15
2.5.1	UCAS similarity detection.....	15
2.5.2	Direct applicants .....	15
2.6	Deferred entry .....	15
2.7	Selection of candidates .....	15
2.7.1	Equality and diversity.....	15
2.7.2	Decision making .....	16
2.7.3	Interviews and auditions.....	18
2.7.4	Interviewing minors .....	21
2.8	Feedback.....	21
2.8.1	UCAS Undergraduate feedback .....	21
2.8.2	UTT rejection reasons .....	22
2.8.3	Postgraduate/Part-time programmes .....	22
2.9	Appeals and Complaints .....	22
2.10	Making Offers.....	22
2.10.1	Undergraduate offers .....	23
2.10.2	Postgraduate/ part-time offers.....	24
2.10.3	Offer letters.....	24
2.11	Recognition of Prior Learning (RPL) .....	24
2.11.1	RPL Terminology .....	24
2.12	Offering alternative programmes .....	25
2.12.1	Undergraduate programmes .....	25
2.12.2	Postgraduate/Part-time programmes .....	25
2.13	Exceptional circumstances.....	25
2.13.1	Care Leavers / Estranged Children.....	26
2.14	Rejection by default (RBD).....	26

2.15	Confirmation .....	26
2.15.1	Undergraduate programmes .....	27
2.15.2	UCAS Embargo .....	27
2.15.3	Offering alternative programmes .....	27
2.15.4	Postgraduate/Part-time/ Research programmes .....	27
2.16	Clearing .....	28
2.16.1	Clearing Hub .....	28
2.16.2	Electronic Clearing .....	28
2.17	Adjustment period .....	29
Chapter 3 – International Admissions .....		30
3.1	Entry Criteria .....	30
3.1.1.	Responsibility .....	30
3.1.2.	International Offer Making Matrix.....	30
3.1.3.	References .....	30
3.1.4.	Entry criteria for Confirmation and Clearing.....	31
3.2.	UK Visas and Immigration (UKVI) requirements.....	31
3.2.1.	Academic progression for international students .....	31
3.2.2.	Length of study in the UK.....	31
3.2.3.	LJMU International Agents.....	32
3.3.	UKVI English requirements .....	32
3.3.1.	Foundation Students.....	32
3.3.2.	Students studying at degree level and above.....	32
3.3.3.	English test verification .....	33
3.3.4.	UKVI English exceptions .....	33
3.3.5.	LJMU English level requirements for international students .....	34
3.3.6.	LJMU accepted English qualifications .....	34
3.3.7.	LJMU B2 English interview/test .....	34
3.3.8.	English for Undergraduate and Postgraduate Studies (EUPS).....	34
3.4	Applications .....	35
3.4.1	UCAS applications .....	35
3.4.2	Category 2-6 UCAS Applicants .....	35
3.4.3	Partnership Application Form (PAF).....	36
3.4.4	Postgraduate/ Part-time/ CPD programmes .....	36
3.4.5.	Online Offer Form .....	36
3.5.	Application turnaround times .....	37

3.6.	International Confirmation of Acceptance (CAS) records .....	37
3.6.1.	CAS Number and Letter .....	38
3.7	Fraudulent applications .....	38
3.8	Plagiarism.....	38
3.9	UCAS similarity detection.....	38
3.10	Direct Admits .....	38
3.11	Deferred entry .....	38
3.12	Reapplication .....	39
3.12.1	Undergraduate.....	39
3.12.2	Postgraduate/Part-time programmes .....	39
3.12.3	Internal information.....	39
3.12.4	LJMU students.....	40
3.13	Making Offers.....	40
3.13.1	Decision making .....	40
3.13.2	Equality and diversity.....	40
3.13.3	Undergraduate Offer Making.....	41
3.13.4	Postgraduate Offer Making.....	43
3.13.5	Offering alternative programmes .....	44
3.13.6	Exceptional circumstances.....	44
3.13.7	Rejection by default (RBD).....	45
3.14	Selection of candidates .....	45
3.14.1	Interviews and auditions.....	45
3.14.2	Prior to interview .....	46
3.14.3	The interview/audition .....	47
3.14.4	Scoring interviews/auditions .....	48
3.14.5	Interviewing minors .....	49
3.14.6	SKYPE/Telephone Interviews .....	49
3.15	Confirmation.....	49
3.16	Feedback.....	49
3.16.1	UCAS Undergraduate .....	50
3.16.2	Postgraduate/Part-time programmes .....	51
3.16.3	International applicants .....	51
3.17	Appeals and Complaints .....	51
3.18	Clearing.....	51
3.18.1	Clearing Hub.....	51

3.18.2	Electronic Clearing .....	52
3.18.3	Partner clearing process .....	52
3.19	Adjustment period .....	53
Chapter 4	– Research Admissions process .....	54
4.1	Promotion of Research programmes.....	54
4.2	Research application process.....	54
4.2.1	Home Research applications.....	54
4.2.2	International Research applications .....	54
4.3	International Research selection.....	54
4.4	Research Confirmation .....	55
4.4.1	Home Research Confirmation.....	55
4.4.2	International Research Confirmation.....	55
Chapter 5	- Removing or changing a programme.....	57
5.1	Removal of programmes outside the decision cycle .....	57
5.2	Suspension of programmes.....	57
5.3	Removal of programmes during the decision cycle .....	57
5.3.1	Undergraduate.....	57
5.3.2	Postgraduate/Part-time programmes .....	58
Chapter 6	– Collaborative Admissions Processes .....	60
6.1	Collaborative types .....	60
6.1.1	Type 1 .....	60
6.1.2	Type 2 .....	60
6.2	Collaborative training .....	60
Chapter 7	- Applicant information .....	62
7.1	Data protection .....	62
7.2	Freedom of Information.....	62
7.3	Care Leavers.....	63
7.4	Applicants declaring a disability .....	63
7.4.1	Undergraduate.....	64
7.4.2	Postgraduate/Part-time programmes .....	64
7.5	Criminal convictions and DBS checks .....	64
7.5.1	Criminal Convictions .....	65
7.5.2	Undergraduate.....	65
7.5.3	Postgraduate/ Part-time .....	65
7.5.4	General programmes .....	65
7.5.5	Professional programmes .....	65

7.5.6	CCP appeals.....	66
7.6	DBS Disclosures.....	66
7.6.1	International students that require DBS Disclosure/ declare a criminal conviction.....	66
7.7	The Academic Technology Approval Scheme (ATAS) .....	67
7.8	Applicants under 18 .....	67
7.8.1	International applicants under 18.....	67
7.9	Fraudulent applications .....	68
7.9.1	Undergraduate.....	68
7.10	Recognition of Prior Learning (RPL) .....	68
7.10.1	RPL Terminology .....	68
7.11	<b>Deferrals</b> .....	69
7.12	Reapplication .....	69
7.12.1	Undergraduate programmes .....	69
7.12.2	Postgraduate/Part-time programmes .....	70
7.12.3	Internal information.....	70
7.13	Death of an applicant .....	70
7.13.1	Undergraduate full-time .....	70
7.13.2	Postgraduate/Part-time programmes .....	70
7.14	Monitoring and evaluation .....	70
7.15	Contact data .....	72

# Chapter 1 – Introduction

## 1.1 Purpose

The Admissions Code of Practice (CoP) which supports the LJMU Admissions Policy has been developed to provide clear and explicit information on how LJMU staff should handle all applications for study received by the University.

The CoP outlines how all admissions procedures used to attract, select and admit students are to be carried out in a fair, transparent and consistent way across the University. All areas of the CoP are informed by and compliant with relevant equality, diversity, data and human rights legislation.

The CoP has been written to support the 'principles of fair admissions', that was outlined in *Fair admissions to higher education: recommendations for good practice* (2004) (the *Schwartz report*) these are:

- be transparent
- enable higher education providers to select students who are able to complete the programme as judged by their achievements and their potential
- strive to use assessment methods that are reliable and valid
- seek to minimise barriers for applicants
- be professional in every respect and underpinned by appropriate organisational structures and processes.

## 1.2 Ownership and Compliance

This Code of Practice is owned by the Director of Student Recruitment and Admissions and is reviewed annually ahead of the relevant admissions cycle. The Head of Admissions works closely with faculties to ensure procedures are fair, explicit and implemented consistently across LJMU.

The Policy and CoP take into account regulations and guidelines from:

- The Quality Assurance Agency for Higher Education (QAA) UK Quality Code for Higher Education: Chapter B2: Recruitment, selection and admission to higher education, Chapter B10: Managing higher education provision with others and Chapter B11: Research Degrees <http://www.qaa.ac.uk/publications/information-and-guidance/uk-quality-code-for-higher-education-chapter-b11-research-degrees#.Wo7N001LGUk>
- The Supporting Professionalism in Admissions Programme (SPA) [www.spa.ac.uk](http://www.spa.ac.uk)
- Universities and Colleges Admissions Service (UCAS) Admissions Guide and Decision Processing Manual
- Equality Challenge Unit <http://www.ecu.ac.uk/> Advancing equality and diversity in Universities and Colleges
- Competition and Markets Authority – UK higher education providers – advice on consumer protection law <https://www.gov.uk/government/publications/higher-education-consumer-law-advice-for-providers>



- General Data Protection Regulation (GDPR) the new data protection law that will be introduced in May 2018
- Office for Students <https://www.officeforstudents.org.uk>

and supports the following LJMU purposes:

- to create appropriate high quality opportunities that enable learning, advancement, development, and employment, and that are open to as many individuals and communities as is achievable and sustainable
- to create and support opportunities for successful participation by under-represented groups, as well as for continuing personal, professional and skills development for all members of the University

All LJMU applicants are unique, each providing different qualifications, experience, circumstances and personal attributes. It is imperative to ensure admissions processes are fair and transparent across the University.

### **1.2.1 Roles and Responsibilities**

#### **1.2.2 Faculty Admissions Hubs**

Each faculty has a Faculty Admissions Hub (FAH) that is responsible for:

- Decision making for home undergraduate, postgraduate taught applications
- Managing the application process for both home and international postgraduate research applications
- Ensuring a fair, transparent and efficient admissions process
- Supporting applicants through the application journey
- Referring applications to the relevant academic member of staff where a decision requires additional advice and support (borderline, non-standard applications)
- Organising and supporting applicant interviews and auditions, where required, ensuring fairness and consistency
- Organising Applicant Days
- Supporting the International Admissions team in referring undergraduate and postgraduate taught applications to a relevant academic member of staff when an initial decision cannot be made using the international offer making matrix
- Ensuring decisions are made in a timely manner
- Providing information, advice and assistance to colleagues across the University on admissions processes, statistics and targets, and entry requirements including non-standard qualifications
- Safeguarding the University from fraudulent applicants
- Compliance with regulatory body regulations including the General Data Protection Regulations (GDPR) and where required the Disclosure and Barring Service (DBS) (see section 7.6)
- Medical clearance and fitness to practice checks

#### **1.2.3 International Admissions team**

The International Admissions team (IAT) based within SRA is responsible for:

- Decision making for international undergraduate, postgraduate taught applications
- Supporting the FAH with the application process for international postgraduate research applications
- Ensuring a fair, transparent and efficient admissions process
- Confirming every international applicant meets the UKVI compliance requirements (see section 3.2)
- Supporting international applicants through the application journey
- Referring applications to the relevant FAH where a decision requires additional advice and support (borderline, non-standard applications)
- Identifying and supporting applicants that require the Academic Technology Approval Scheme (ATAS) (see section 7.7)
- Issuing Confirmation of Acceptance for Studies (CAS) to allow international applicants to apply for their visa to study in the UK (see section 3.6)
- Providing information, advice and assistance to colleagues across the University on admissions processes, statistics and targets, and entry requirements including international qualifications
- Safeguarding the University from fraudulent applicants

#### **1.2.4 Student Recruitment and Admissions (SRA)**

SRA are responsible for:

- Ensuring all processes are monitored to ensure consistency in admissions practice across the University
- Providing weekly statistics and analysis throughout the cycle
- Ensuring that the University is compliant with internal and external regulatory bodies
- The Outreach team provide accurate and relevant advice and guidance to potential students through a range of inspiring events to help them make an informed decision
- The updating of automated communications are updated annually by the Communications Officer and Head of Admissions to ensure all applicants receive consistent communication throughout the cycle
- The Course Enquiries team deals with and records all initial course enquiries into the University
- Managing the main University wide Open Days and Campus Tours and providing accurate and relevant advice for potential and current applicants. These events are supported by colleagues across the University
- Supporting academic colleagues with Applicant Days by providing a centralised booking system and logistical support
- Providing CRM development and campaign support to help develop cohesive communication activities to enquirers and applicants
- Ensuring LJMU is meeting consumer protection law for admissions

#### **1.2.5 Faculty**

Outside the FAH each Faculty is also responsible for:

- Ensuring new members of staff involved in admissions and recruitment (or those that have had their role changed) are fully trained on the Admissions Policy and Code of Practice
- Ensuring that the process is followed for the approval of programmes (see section 1.4)
- Setting entry requirements for all UG and PGT academic programmes.
- Ensuring PGR entry requirements meet The University's Research Degree Regulations <https://www2.ljmu.ac.uk/RGSO/62172.htm>
- Ensuring any changes to current academic entry requirements are approved by Recruitment Policy Panel (RPP)

### **1.2.6 International Recruitment team**

The International Recruitment team based within SRA is responsible for:

- Providing advice and guidance to potential students
- Providing advice and training to in-country agents ensuring clarity of LJMU admissions process and entry requirements
- Making conditional offers in-country to suitable applicants using the International Offer Making Matrix
- Maintaining the agent database ensuring UKVI compliance

### **1.2.7 Marketing**

Marketing is responsible for:

- Providing programme information in print and on-line
- Producing and sending conversion communications to applicants
- Designing and producing applicant information
- Producing enrolment information for applicants
- The LJMU website
- Providing technical support to ensure course pages are innovative and accessible on the LJMU website
- Providing a suitable platform for the applicant site so that applicants have one accessible site for all relevant information.

## **1.3 Institutional responsibility**

### **1.3.1 UK Visas and Immigration (UKVI) Compliance**

The UKVI licence holder for LJMU is the Registrar and Deputy Chief Executive.

The UKVI Compliance Officer based in Student Administration Services is responsible for monitoring that the University fulfils its duties and obligations as required of a UKVI licensed Highly Trusted Sponsor for Tier 4 student immigration. The Compliance Officer is responsible for overseeing the necessary compliance aspects of both the University's Tier 4 License and Highly Trusted Status.

### **1.3.2 Academic Planning and Information Services (AP&IS).**

The AP&IS team provides technical training and support on the Student Information System (SIS) for all admissions staff. All UCAS applicant's details are downloaded into SIS. Direct applicants have their information recorded on SIS via the online application form.

AP&IS also maintains the SIS offer library

### **1.3.3 Research support**

~~The Doctoral Academy oversees~~ Faculties oversee their own PGR recruitment policy and processes.

### **1.3.4 Student number target setting**

The Strategy Support Office is responsible for the allocation of student numbers (FTEs). Targets are agreed each year with the faculties and approved by SMT.

It is important that during the main recruitment cycle applicants receive equal consideration and processes should not be altered mid cycle to meet programme targets.

## **1.4 Approval and promotion of programmes**

The approval and promotion of programmes is crucial to the successful recruitment and admission of students. Recruitment and retention rates can be improved by following the procedure below:

### **1.4.1 Approval of programmes**

All new programmes must go through the University validation process. This ensures that all programmes meet the required standards and offers high quality learning opportunities for students. All new programmes must have a course factfile produced prior to validation. Further details can be found here: <https://www.ljmu.ac.uk/about-us/public-information/academic-quality-and-regulations/academic-quality>

### **1.4.2 Course Information**

To ensure correct information is provided and to maximise recruitment potential all programme information must be available as a factfile prior to the start of a recruitment cycle, the recommended time scales are listed below:

- Undergraduate programmes –18 months (January) prior to a September start
- Postgraduate programmes- minimum of 12 months prior to the programme start date
- CPD/ collaborative programmes – recommendation of 6 months prior to the programme start date

### **1.4.3 Promotion of programmes**

Every programme must have a factfile prior to approval from APP. Content, consistency and accuracy of undergraduate and postgraduate factfiles are the responsibility of the Admissions and Marketing Lead/ Marketing Officer within each faculty. The electronic factfiles will be maintained by the FAH. The SRA Communications Officer (Course Information) ensures consistency with marketing information across all publications and all

changes have followed the correct procedure. The Head of Admissions is responsible for approving entry requirements prior to publication.

Factfiles include information on:

- Full programme information
- Academic entry requirements both home and international
- Programme costs
- Any selection processes including tests, interviews or auditions
- Restrictions on entry
- Whether applicants can defer their study
- Criminal conviction restrictions
- Record of Prior Learning acceptability

Factfiles are used to provide key information for prospectuses, LJMU website, UCAS, Hotcourses and other external admission/recruitment sites.

Guidance of how to produce a factfile can be obtained from the SRA Communications Officer.

#### **1.4.4 Undergraduate programmes**

The Head of Admissions is notified by APP of new approved programmes. All new UCAS programmes require fully completed UCAS Entry Profiles prior to going live on the UCAS website:

For UCAS programmes the information provided on the factfile will provide the detail required by SRA to populate the UCAS Entry Profile. No programme can be promoted through UCAS without an Entry Profile.

#### **1.4.5 Postgraduate/Part-time programmes**

Once approval has been given by APP promotion of the programme can commence. Every programme must have a completed factfile before it can go live on the LJMU website.

#### **1.4.6 Postgraduate Research programmes**

The postgraduate research programme approval process is as follows: regulations drafted by the Doctoral Academy are submitted for approval by Research Degrees Committee. This then requires approval by University Research & Scholarship and final approval is by Academic Board. Regulations are then published and implemented.

Individual MPhil and PhD research programmes are approved following an application for registration. All applications for registration are made within 3-6 months of enrolment (depending upon mode of study) and approved by the University Research Degrees Committee.

#### **1.4.7 Advertising programmes**

Each faculty has a Faculty Marketing Manager (FMM) who all report to the Director of Marketing to ensure consistency and to maximise promotional opportunities. No advertising or production of promotional material can take place without the approval of Marketing. .

New course profiles are created on the UCAS Course Management site by the SRA Communications Officer (Course Information). It is the responsibility of the faculty marketing managers and Admissions Leads to ensure that all the relevant information is populated and correct.

The Doctoral Academy advertises vacancies on PGR programmes via FindAPhD which is the University's preferred method of recruitment to PGR programmes.

#### **1.4.8 CMA requirements**

It is now a legal requirement that the information provided at the research and application phase in print, in person and on-line is clear, timely, accurate and comprehensive. The CMA state:

- (a) To comply with the Consumer Protection from Unfair Trading Regulations 2008 (CPRs) you must provide prospective students with material information - including about the courses you offer, the structure of courses, and the fees/costs. This should be given **before** they make a decision about which courses and HE providers to apply to. This includes information given in writing, visually and verbally. You should make sure this information is accurate and you should not omit important information that could affect students' decisions.*
- (b) The information should be accurate, clear, unambiguous and timely, and should be given up front.*
- (c) You should ensure that information is easily accessible – for example, via your website, prospectuses, course and departmental handbooks and at open days.*
- (d) You should ensure that you draw prospective students' attention to important and surprising rules and regulations, and make them accessible.*

## **Chapter 2 – Home Admissions**

### **2.1 Entry Criteria**

Setting the most appropriate entry criteria (academic and non-academic) for a home programme is one of the most important aspects of admissions. By using data available from SRA it is possible for faculty staff to identify the most appropriate level to set the criteria in order to attract the most suitable students to a programme.

The entry criteria set for a programme are the only factors that can be used in the equal consideration decision phase for undergraduate full-time courses. The offer then made cannot be more or less than the entry criteria promoted on a programme factfile.

#### **2.1.1 Responsibility**

Setting the entry criteria for all programmes is an academic responsibility within the relevant faculty as part of the course validation procedure. Entry criteria must be transparent, consistent and fair in line with University policy and SPA. All selection methods must be included in the factfile including interviews, auditions, portfolios or admissions tests and these must treat every individual equally. SRA will approve entry criteria of programmes prior to publication to ensure they meet University policy.

By providing clear and transparent entry requirements for both full-time and part-time programmes applicants will not potentially 'waste' their time by applying to a LJMU programme when they do not have the relevant qualifications, experience or additional requirements.

Undergraduate factfiles list all mainstream UK qualifications, these listed qualifications are classified as core and it is University policy that we accept them for all programmes.

Also included on the factfile are GCSE requirements, University policy is for applicants to have a minimum GCSE Grade 4 in English and Maths or equivalent (some programmes require higher grades). Programmes governed by external awarding bodies have clear guidelines of grades required for these subjects and equivalent courses that are accepted. These must be clearly outlined on the factfile. If an applicant does not have one or both of the required GCSE grades but has a strong application that shows they have successfully studied English and/or maths at a higher level it can then be referred to the programme lead for a decision.

Postgraduate and research programmes have a free text box where entry requirements can be listed. It is crucial that the information provided is clear transparent and fair. Academics will set the admissions criteria for programme and this information should be included on factfiles on the LJMU website. The admissions criteria for a programme cannot be changed during an admissions cycle unless authorised to do so by RPP.

Programmes that require interviews and/or test as part of the admissions process must have these details published on the course factfile.

### **2.1.2 Review of entry criteria**

Entry requirements for all programmes must be reviewed annually by the relevant faculty to inform and update offer making criteria. Recruitment, selection and admissions data must be used alongside progression, retention withdrawal and non-completion rates to ensure entry requirements are appropriate.

For undergraduate full-time programmes entry criteria cannot be altered during the initial consideration phase (September to January 15<sup>th</sup>).

Any changes to entry requirements after course validation must be submitted to RPP for approval.

### **2.1.3 Entry criteria for UCAS Extra/ Clearing**

After the 15<sup>th</sup> January programmes that have places remaining are entered into UCAS Extra offer guidance will be produced by the SRA on how/if entry requirements can change in UCAS Extra from the equal consideration phase.

SMT will review the University's position and approve the Confirmation and Clearing Policy prior to the release of results each year; this Policy includes the entry points for all programmes to be used in Confirmation and Clearing.

## **2.2 UCAS Tariff**

When outlining qualification requirements it is University policy to use a UCAS Tariff score supported by course specific grades. This tariff score must equate to all qualifications. The International Baccalaureate Diploma may have a different tariff score as it has been recognised that this qualification is not currently fairly reflected in the UCAS tariff.

The UCAS Tariff is used to ensure fair and transparent offer making across The University.

Offer Examples

#### **Examples**

- It is right to ask for 112 UCAS Tariff points for entry onto a programme and then support this by asking for DMM from a BTEC Extended Diploma and the equivalent (BBC) at A level
- It is not right to ask for 112 Tariff points at A Level and then DDM from a BTEC Extended Diploma as this is then the equivalent of 128 UCAS Tariff points and is unfair to the BTEC applicant

If a programme requires points, grades and/or a specific subject this must be made clear in the requirements.

#### **Example**

- GCE A and AS-level: 104 UCAS Tariff points typically from 2 A levels including a Science Subject together with 1 AS level

To help applicants it is advised that, where possible, a typical offer is shown within the entry requirements. This allows applicants to clearly see what is being expected from them.



### Example

- GCE A and AS-level: 104 Tariff points typically from 3 A levels (typical offer BCC, including a language subject)

### 2.2.1 Entry requirement examples:

The following example styles should be followed for all programme entry requirements on the factfiles:

#### Example

**UCAS Tariff:** 128 points,

**GCSE:** Prior to starting the programme applicants must have obtained grade 4 or grade C or above in English Language and Mathematics GCSE or an approved alternative qualification below:

- Key Skills Level 2 in English/ Maths
- NVQ Level 2 Functional skills in Maths and English Writing and or Reading
- Skills for Life Level 2 in Numeracy/English
- Higher Diploma in Maths/ English
- Functional skills level 2 in Maths/ English
- Northern Ireland Essential Skills Level 2 in Communication or Application of Number
- Wales Essential Skills Level 2 in Communication or Application of Number

#### **IELTS Requirement (or equivalent)**

6.0 (minimum of 5.5 in each component)

#### **A Level**

**AS levels acceptable?** Acceptable only when combined with other qualifications

**AS maximum points accepted?** 20

**Average A Level offer:** ABB

**A Level Subject Requirements:** No

**Are General Studies Accepted:** Yes

#### **BTEC**

**BTEC Diploma acceptability:** Acceptable only when combined with other qualifications

**BTEC Diploma Grades Required:** To the total of 128 UCAS points when combined with other qualifications.

**BTEC Extended Diploma acceptability:** Acceptable on its own and combined with other qualifications

**BTEC Extended Diploma Grades Required:** DDM if studied on its own or to the total of 128 UCAS points when combined with other qualifications.

#### **Access to HE**

**Access to HE acceptability:** Acceptable on its own and combined with other qualifications

**Access to HE additional information:** At least 30 Distinctions and 15 Merits, or any other combination that equates to 128 UCAS Tariff points in a relevant subject

#### **International Baccalaureate**

**International Baccalaureate Diploma Acceptability:** Acceptable on its own and combined with other qualifications

**International Baccalaureate additional information:** 128 UCAS points from IB Diploma components

**Irish Leaving Certificate**

**Irish Leaving Certificate (Higher Level) Acceptability:** Acceptable on its own and combined with other qualifications

**Irish Leaving Certificate (Higher Level) Grades Required:** 128 UCAS points from IB Diploma components

**Advanced Welsh Baccaulaureate – Skills Challenge****Advanced Welsh Baccaulaureate – Skills Challenge**

**Acceptability:** Acceptable only when combined with other qualifications

**Interview Required**

Mature and non-standard applicants may be invited to attend interview

**Application and Selection Information**

We are looking for students with an enthusiasm for design, who wish to engage in the debate on the future of the built environment.

You should have a willingness to read around the subject widely. You should be willing to gain first-hand experience of buildings, towns and cities and acquire information retrieval techniques, as you will be expected to read around the subject and draw upon your findings for essays and projects. You would be expected to meet the criteria below. Critically aware of their surroundings Capable of discussing Art & Design issues. The ability to analyse and reflectively criticise your work and the work of others. Visual awareness.

**DBS Required**

No

**RPL Accepted**

Yes

**Additional Course Entry Requirements**

Applications are welcomed from mature and non-standard applicants, who will be considered on an individual basis. These applicants may be required to submit a portfolio and/or attend an interview, and should demonstrate potential and motivation and/or have relevant experience.

**2.2.2 Postgraduate/Part-time and Research programmes**

Entry requirements for postgraduate study must be clear, concise and consistent. Any academic and/or experience must be stated in addition to other selection criteria or condition requirements. These may include:

- Criteria
- Interview
- Qualifications (home and international)
- Conditions
- DBS check
- Health test
- Entrance test

Details of any additional selection methods used must be provided.

As recommended by QAA entry criteria must be reviewed annually to ensure they are current and cannot be changed during a decision cycle. Any changes to Entry requirements for future admissions cycles must be approved by RPP.

### 2.2.3 CPD

Where a CPD programme has selection criteria, these must be clearly stated on programme information. Entry requirements must be fair and consistent. Any additional requirement stipulated by external funding bodies must be clearly listed.

### 2.2.4 References

All References should be read and used as part of the application process. If the reference shows little information then a further request should be made for an additional enhanced reference before a decision is made.

For undergraduate and postgraduate programmes only one reference is required (unless stated on the course factfile). **Some applicants applying for PGT study may not need to supply a reference e.g., LJMU graduates, this decision will be made by the relevant faculty admissions team led by the programme leader.**

For postgraduate research programmes two references are required.

## 2.3 Application process

Applications made to the University must be only made on approved forms that meet all University policy requirements. This enables the University to gather all applicant data to assist with selection as well as enabling applicants to be assessed for and to receive additional support where applicable.

Following these procedures ensures that ~~all applicants are checked for previous criminal conditions, fraud and plagiarism and makes sure that~~ every applicant meets the University's legal requirements before starting any programme.

### 2.3.1 UCAS applications

For all UCAS recruiting programmes the University's contract states that applicants should only apply via UCAS:

*"No individual should be accepted by direct means for courses recruited through UCAS and this is particularly important during Confirmation and Clearing."*

The UCAS application process is paperless and all applications are received via SIS. They are processed as follows:

- New UCAS applications are downloaded daily into a FAH SIS discover report
- Automatic email acknowledgment is sent via SIS to the applicant on receipt of application

### 2.3.2 Postgraduate professional programmes

The following programmes have their own application forms processed through the relevant awarding body:

PGDE programmes are processed through UTT via UCAS and will be available to the EHC FAH via SIS

Postgraduate Social Work programme applications are processed through UCAS and are handled in the same way as undergraduate applications

Applications for the Legal Practice Course are made through the Legal Practice Course Central Applications Board (LPC CAB). Approved applications are then sent to the APS FAH

### **2.3.3 Postgraduate/ Part-time/ CPD programmes**

All applications made direct to the University must be submitted via the on-line application form (OAF). All applications are downloaded into SIS and then accessed by the relevant FAH or the IAT. No alternative application forms can be used for LJMU programmes.

### **2.3.4 Application turnaround times**

All applications should have a decision made against them within two weeks of the application being received at the University, decisions can include:

- Conditional offer
- Unconditional offer
- Invite to interview
- Request for further information
- Rejection

International undergraduate and postgraduate taught applications have a 42 hour (working hours) turnaround target. This performance indicator is monitored by the International Recruitment and Admissions Working Group.

### **2.3.5 UCAS Record of Prior Acceptance (RPA)**

If an applicant has not applied through the main UCAS cycle or through UCAS Extra and meets the requirements of a programme then they can be accepted via a RPA.

The RPA function can only be used if an applicant only wishes to apply to LJMU.

The RPA was introduced to allow applicants to apply after the end of the UCAS/UTT admissions cycle (September). Before this date applicants should apply as normal.

RPAs must be used for all late UCAS and UTT applicants. FAH must make a RPA application through UCAS Web-link. This process helps combat fraud issues. There is a capitation fee to LJMU for every RPA applicant (both UCAS and UTT)

### **2.3.6 UTT applicants**

UTT encourage all applicants to apply online via their website. Applicants have the opportunity to apply in two phases Apply 1 (Maximum of three choices) and if they are not successful in their initial applications they can re-submit their application in Apply 2. A full explanation of the application process can be found here <http://www.ucas.com/how-it-all-works/teacher-training/when-to-apply>

In order to ensure consistency and equity of treatment of applicants, all School Direct partners should establish interview dates and application deadlines before the UTT portal opens. Schools should then ensure that this information is clearly promoted on their website and in their UTT profile.

When the interview letter is sent out by the School Direct partner it must include the statement *"you have been invited to interview but others may already have been offered a place and if they accept this place the interview will be cancelled."*

If the interview is cancelled the follow up letter will indicate that *"... there are no further places available but you may be interested in ..... And please contact? At LJMU for further information."*

In exceptional circumstances there may be a need to offer places to applicants who have not applied through UTT by this date. The FAH must complete a Record of Prior Acceptance through UTT for these applicants.

The submission of completed RPAs ensures government departments and agencies receive a full and accurate record for all UTT applicants on courses in the UTT application system.

### **2.3.7 Degree Apprenticeship programmes**

LJMU have a range of Degree Apprenticeship programmes available <https://www.ljmu.ac.uk/study/degree-apprenticeships>. Applicants can apply for these via the Degree Apprenticeship Application Form (DAAF) <https://daaf.ljmu.ac.uk/>

The Degree Apprenticeship process:

1. The relevant faculty will receive the DAAF application and initially refer the application to the Employer Engagement team
2. The Employer Engagement team will check with the employer stated on the application that they are happy to proceed with the application (*the application cannot proceed if this is not possible*)
3. The employer confirms that the applicant can join the Degree Apprenticeship programmes and the Employer Engagement team refer the application back to the relevant faculty
4. The applicant's qualifications are checked against the relevant entry requirements. (*If the applicant does not have the required qualifications the applicant is informed and the faculty update the Employer Engagement team who inform the employer that the application will not proceed*)
5. The applicant is offered a position on the relevant Degree Apprenticeship programme

### **2.3.8 Direct Admits**

No direct admits can be submitted via the SIS. Applicants applying directly for programmes that are processed via an external application service eg. UCAS or UTT must use this route to apply.

Students seconded to LJMU through the North West Ambulance Service (NWAS) are directly admitted only after being selected by the NWAS.

## **2.4 Fraudulent applications**

Any applicants who have provided potentially false or misleading information will have their application cancelled if they cannot provide original documents to support their application.

As part of the NARIC membership IAT members have attend the 'Degrees of Deception – Combating Education Fraud' training session. It is recommended that this training is attended every two years. This course educates the team to spot fake education documents and information from international applicants.

## **2.5 Plagiarism**

Applicants who copy part or all of their application forms will be identified as plagiarising their forms. The following process takes place if plagiarism is identified:

### **2.5.1 UCAS similarity detection**

UCAS and UTT applicants are highlighted to LJMU via the Head of Admissions when over 60% of a personal statement matches a current or past submitted personal statement(s) or a web based example all held on UCAS's similarity detection database.

Any applicant highlighted by the similarity detection process will receive an automated letter.

### **2.5.2 Direct applicants**

Direct applicants who are identified as having copied part or all of their personal statement should be referred to the Admissions Lead who will then contact the applicant to produce a new personal statement.

## **2.6 Deferred entry**

On most programmes it is University policy to accept deferred entry. Where this is not the case this must be stated within the factfile. Applicants can defer for a maximum of one academic year.

It is recommended that there is regular communication with deferred applicants. As a minimum the FAH should contact all deferred applicants planning on starting in September in June requesting the applicant to confirm their attendance by the end July. This activity will help when finalising student targets for confirmation and clearing.

If an applicant decides to defer after accepting a place for the current cycle, it is at the discretion of the FAH whether to accept the request for deferral. The University policy is that that applicants have to put this request in writing.

## **2.7 Selection of candidates**

The selection of applicants on programmes must be carried out in accordance with LJMU's Admissions Policy using fair and transparent methods and using only the entry criteria published in programme factfiles.

### **2.7.1 Equality and diversity**

The University is committed to promoting an ethos that safeguards the dignity and wellbeing of everyone and encourages practices that take into account the rights of individuals to be treated with dignity and respect in the admissions process. The LJMU Equality and Diversity Policy can be found here <https://www.ljmu.ac.uk/~media/sample-sharepoint-libraries/policy-documents/41.pdf?la=en>. It is crucial that all LJMU staff involved in admissions are aware of and follow the Equality Act 2010

<http://www.legislation.gov.uk/ukpga/2010/15/notes/division/1/1>. LJMU is committed to promoting and implementing best practice on equality and diversity.

The act covers nine protected characteristics, which cannot be used as a reason to treat people unfairly. Every person has one or more of the protected characteristics, so the act protects everyone against unfair treatment. The protected characteristics are:

- age
- disability
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation

The Equality Act sets out the different ways in which it is unlawful to treat someone, such as direct and indirect discrimination, harassment, victimisation and failing to make a reasonable adjustment for a disabled person.

The act prohibits unfair treatment in the workplace, when providing goods, facilities and services, when exercising public functions, in the management of premises, in education.”

LJMU wishes to adopt the highest possible standards in ensuring the health, safety and wellbeing of children, young people and venerable adults accessing its services. Admissions staff must be fully aware of the LJMU Safeguarding Policy that can be found here: <https://www.ljmu.ac.uk/~media/files/ljmu/public-information-documents/wider-information-set-documents/policy23-safeguarding-policy.pdf?la=en>.

### **2.7.2 Decision making**

When making a decision on any LJMU programme the process must be fair and transparent. Using the checklist below will ensure that any decision process is meeting University policy. Programmes that do not meet one or more of the criteria below must be reviewed and a new process implemented:

- Decisions must only be based on the entry criteria (academic and non-academic) listed on the programme factfile
- Decisions cannot be made lower than, or exceed, the entry requirements on the factfile unless during Confirmation, UCAS Extra and Clearing or in exceptional circumstances and only after final approval from The Registrar

- Decisions must not only be fair but also be seen to be fair by the applicant, so a clear rationale must be support any decision
- All decisions must be recorded in SIS against the relevant application with a clear reason why the applicant was successful or unsuccessful
- ~~Where required applicants must supply references and personal statements. No applicant can be made an unconditional offer without providing suitable supporting references and a personal statement~~
- All applicants must receive a LJMU Offer letter via SIS stating the start date and first year fees in line with CMA guidelines

## Stage One

All undergraduate, and the majority of postgraduate applications, should be looked at initially by the FAH to establish if the applicant meets the standard admissions criteria set by the faculty and outlined on the programme factfile.

If the applicant does meet the entry requirements they will be:

- Offered a place (conditional or unconditional)
- Progressed to Stage Two below

If the applicant is a mature student that does not offer traditional qualifications nor has a unique entry profile the FAH will:

- Refer the applicant to Stage Two

If the applicant does not meet the entry criteria but has experienced exceptional personal circumstances (see section 2.13) supported by a strong academic reference the FAH will:

- Refer the application to the Admissions Lead

If the applicant does not meet the full entry requirements the FAH will:

- Offer an alternative suitable programme using the selection criteria for that programme
- Reject or withdraw the applicant

All decisions, both accepts and rejects, must be recorded in SIS any documentation used in making the decision must be attached to the appropriate application.

## Stage Two

Applicants progressing to Stage Two:

- Have been successful in Stage One but need to undergo an additional assessment eg. interview or audition
- Hold non-traditional qualifications and need academic approval/ additional assessment eg. interview. See Record of Prior Learning (RPL) guidance notes in section 2.11

These activities are often carried out by academic staff and must follow the guidelines outlined in section 2.7.3 below. The outcome from this additional assessment will be to:



- Accept the applicant
- Reject or withdraw the applicant
- Offer the applicant an alternative programme

### **2.7.3 Interviews and auditions**

The following section of the CoP has incorporated many of the recommendations outlined in SPA's 'Interviewing applicants for admission to undergraduate University and college courses or programmes: Good Practice Statement', the original statement can be found at [www.spa.ac.uk](http://www.spa.ac.uk)

All interviews must be conducted in accordance with guidelines and proper records kept:

- All LJMU staff taking part in interviews or auditions must be trained
- External staff must be briefed on LJMU policy prior to starting interviews or auditions
- An interview or audition cannot be used as a recruitment tool. Interviews or auditions can only take place if there is a clear selection rationale underpinning the process
- Academic/admissions staff including interviews or auditions as part of the election process will be asked to explain this rationale to SRA as part of the ongoing review process
- All interviews or auditions not imposed by PSRBs must use a post interview/audition questionnaire to ensure that the practice is not placing any unnecessary barriers for applicants
- The type of interview or audition must allow every attendee to be assessed individually and fairly
- Group interviews for example must allow each applicant to contribute equally
- Requirements for interviews or auditions must be fully disclosed on programme factfiles
- Any discussions with applicants that will result in a decision must be disclosed as an interview and follow the procedures below, and applicants must be made fully aware of this
- All interviews and auditions must not discriminate against any individuals (see section 2.7.1)

#### **Prior to interview**

An invitation to interview with instructions will be sent to every applicant via CRM, details on the below will be available via the Applicant Site:

- Date, time and duration of the interview/audition. This should be entered into SIS for UCAS applicants for the day and time as it will then be available in UCAS Track and on the Applicant Site for the applicant
- How to change the date or time if it is not possible for the applicant to attend
- Location of the interview/audition with a clear map highlighting the exact place for registration
- If parking is an issue this must be highlighted to allow additional time

A clear outline of what will happen on the day and what will be required from applicants including:

- Details of a required presentation and who it will be delivered to e.g. a group or panel
- Areas that applicants will be questioned on and any prior reading recommended with details of where applicants can find relevant information if not provided
- Details of any tests that will take place on the day
- Where applicants can access sample interview questions
- Portfolio requirements
- The name and contact number of the AIO/FAH organising the interview/audition. It is crucial the whole FAH can answer queries on any interview/audition in case the organiser is absent
- Details on local accommodation for those coming from a significant distance and may want to stay overnight prior to the day
- How an applicant can communicate any individual specific requirements for the day, eg. disabled parking, access, religious requirements or additional time
- Equipment that will be available to support a presentation or performance eg. PowerPoint, laptop or space
- The documentation required to be brought along by the applicant on the day supported with a rationale
- If a photograph is required it must be explained why, it must be made clear that this in no way will be used in the decision process
- If any specific items are asked for they must be used or recorded by the interview or audition team on the day
- If recordings are planned be made of an interview or audition the applicants must be informed prior to the day, the rationale for this explained and applicants given an opportunity to opt out if they do not wish to participate
- It must be made very clear to the applicant the impact of failing to attend an interview or audition If non-attendance means they will be withdrawn than this must be stated on the letter

### **The interview/audition**

Interviews and auditions must adhere to the guidelines listed below:

- Each interview or audition must have a minimum of two trained interviewers present to provide a fair experience for the applicant and support any members of staff against any discriminatory allegations post interview/audition
- If a funding body or external regulator policy requires a professional external representative to be present at interviews they must be provided with the LJMU Admissions Policy and CoP prior to the day. The Chair should provide an overview of the key principles prior to starting the interview. This needs to be done once per individual, but followed up with any new policies when required
- If possible the panel should reflect a gender and ethnic mix
- The location of the interview or audition must be fit for purpose. It must be easily accessible (preferably ground floor) and easy to access from a main entrance with clear corporate signage providing easy directions for the applicant
- The Course Enquiries team and reception staff, via SharePoint, should be informed of the interviews with clear instructions on where applicants need to report to. This information should also be provided to the various Student Support Zones in case applicants get lost

- The AIO responsible for the interviews should be available to welcome each applicant and explain the format of the day. As a minimum water should be available for the applicant prior to the interviews and enough seats provided where the applicants and parents/supporters can wait
- Parents should be directed to the nearest refreshment area during interviews/auditions or provided with a guided tour by the FAH. Parents/supporters have a significant impact on applicant decisions and these activities can be very worthwhile in helping to convert applicants
- The room must positively reflect LJMU. It should be tidy and clean
- Each interview and audition is different but the room layout should always be presented in a non-threatening way. A number of people behind a desk may make applicants very tense rather than a more approachable group of chairs set up in an arc around the applicant
- There should be no interruptions during any interview or audition unless absolutely necessary
- Clear signage that interviews or auditions are in progress should be placed on the door and down any corridor asking for consideration particularly if in a potentially noisy area
- The panel should wear name badges
- The chair of the panel should greet the applicant(s), introduce the remaining panel and then explain the outline of the audition/ interview and how long it will take. Details of emergency procedures should also take place at this stage
- The applicant should be informed about how the interview will be scored or graded and an explanation made that the panel will be making notes throughout the process
- The first question/ activity should be aimed at putting the applicant(s) at ease, it is important that interviews are conducted appropriately and professionally and all applicants be treated the same
- Whatever the calibre of applicant all must be dealt with in the same manner with no applicant being able to gauge their success during the interview or audition from the panel's body language or attitude
- At the end of the interview an applicant must be given the opportunity to ask any questions prior to the Chair finishing off the interview with an explanation of what will happen next including the timeframe of when an applicant will receive an outcome
- Applicants may have travelled a considerable distance with a significant cost and/or taken time out of school, college or work so it is important that each one is thanked for their time and effort and departs from LJMU feeling that the process was a worthwhile activity
- Applicants requiring reasonable adjustment e.g. additional time for a test should be identified and acknowledged individually prior to the test/interview and not in front of others

### **Scoring interviews/auditions**

It is crucial that all applicants are scored in the same way and throughout the interview/ audition using key criteria required for the programme. These scores can be used on their own or alongside written test scores.

A score should be agreed prior to interviews by the panel to gauge which applicants are successful/ not successful during the process.

Any discrepancies in a panel in relation to an applicant's scoring must be resolved by the Chair who will have the final say.

Decisions should be made immediately after each interview, to ensure fair procedure.

All scores must be collected and gathered by the lead AIO and attached to the applicants SIS application record.

The scores sheets for unsuccessful applicants should be attached to their SIS record to be used to provide fair and comparative feedback by an AIO if requested by the applicant.

#### **2.7.4 Interviewing minors**

Interviewers should be aware that many applicants at the point of interview are still minors (under 18 years of age). There are sensitivities when interviewing minors and these should be considered when preparing the interview cycle.

As with all interviews there must be a minimum of two people on the panel, this is a legal requirement when interviewing minors.

The panel do not need to have DBS checks due to applicants being interviewed by more than one person.

### **2.8 Feedback**

It is LJMU policy that initial feedback is provided to all applicants. Successful applicants receive an offer (conditional or unconditional) and unsuccessful applicants can receive two levels of feedback which are:

- Initial feedback every applicant will receive a reason why they were not accepted on a programme
- Detailed feedback – applicants can request more detailed feedback but this can only be requested within a certain time frame

#### **2.8.1 UCAS Undergraduate feedback**

##### **Initial feedback**

All applicants receive initial feedback which is provided via by the FAHs. Applicants that are accepted receive a conditional or unconditional offer.

Applicants that do not meet programme requirements can be rejected or withdrawn using a SIS rejection detailed below.

##### **Rejections**

A rejection is made where academic consideration has been given.

Rejection reasons must be recorded in SIS. SIS UPK user training guides are available to show how to do this. These rejection reasons will then be communicated to the applicant via UCAS Track.

## **Withdrawals**

A withdrawal decision is communicated when no academic consideration could have been given.

Withdrawal reasons must be recorded in SIS. To see how to do this correctly follow the UPK user training guide that can be found on your home page of SIS. These rejection reasons will then be communicated to the applicant via UCAS Track.

## **Detailed feedback**

Unsuccessful applicants can ask for more detailed feedback. This feedback must be provided within 20 days of request and outline the details why the applicant was not successful. Detailed and transparent entry requirements make it easier to provide feedback to applicants and to demonstrate where they did not meet the course requirements. Feedback may include scores for interviews or require quantification.

Further feedback cannot be requested by an applicant after they have replied to offers (made their first and insurance choice).

### **2.8.2 UTT rejection reasons**

When recoding unsuccessful UTT applications on SIS one of the pre-determined reject reasons should be used, for details please follow the UPK user training guide that can be found on your home page of SIS. These rejection reasons will then be communicated to the applicant via UCAS Track.

### **2.8.3 Postgraduate/Part-time programmes**

Applicants who have not been successful in gaining entry onto a postgraduate programme must be communicated with via letter outlining sensitively the reasons why they were not successful. Referring to the recruitment criteria stated on a factfiles should provide a strong rationale why an applicant was not successful. The rejection reason should be recorded on SIS.

## **2.9 Appeals and Complaints**

Where appropriate the grounds for an appeal or complaint should be investigated and resolved through informal means before moving to a formal process, should that prove necessary staff should follow the guidelines set out in the Admissions Appeals and Complaints Policy. A copy of this can be found on the Appeals and Complaints site <https://www.ljmu.ac.uk/about-us/public-information/student-regulations/appeals-and-complaints> . Any applicant that wishes to make an appeal or complaint can do so via the on-line form <https://www.ljmu.ac.uk/applicant-login/important-information>.

## **2.10 Making Offers**

All offers made during the equal consideration phase must match the entry requirements outlined on programme factfiles. Offers cannot be made higher or lower than those published. The only exceptions to this are listed in section 2.13.

In all offers there must be a link to the LJMU Terms and Conditions of offer <https://www.ljmu.ac.uk/~media/sample-sharepoint-libraries/policy-documents/267.pdf?la=en> . This is to ensure that LJMU is ensuring GDPR compliance.

### **2.10.1 Undergraduate offers**

#### **Clarity of offers**

Offers must include past academic achievements as well as future predicted grades to prevent any confusion.

From 2017 UCAS Tariff AS levels are only worth 40% of the overall grade this must be considered in any offer.

All offers should clearly state the UCAS Points required supported by the grades they require from the qualification they are studying. No offer should contain UCAS Points alone.

#### **Examples**

An applicant that already has a B at A level and C at AS level (52 points) who needs a further B (40 points) should not receive offer of:

- 40 pts from an A level

The applicant has already met this requirement and could strongly argue their entry into LJMU without achieving the additional qualification. The correct offer should be:

- 92 pts including 2 A levels (of which 80 points must be at A2)

GCSE Maths and English should still be part of the offer (if they have not already had got it).

Following the correct process for offer making will also allow clarity at confirmation when students may request to go to other universities through the adjustment period arguing that they have exceeded the entry requirements.

Offers also cannot be supported by adding onto a letter that the offer does not include past qualifications. All offers must be recorded in full on SIS and electronically transmitted to UCAS.

#### **Conditional and unconditional offers**

Offers made should either be:

- Unconditional – all aspects of the entry requirement have been met, no further academic qualifications, assessments or tests are required
- Conditional – the applicant still requires to meet one or more of the entry criteria

Offers are legally binding so it is important that the offer is correct.

## **SIS offer library**

The offer library is situated in SIS and maintained by Planning and Information (AP&IS).

It is crucial that all offers made are clear, simple and explicit. Research shows that applicants are more likely to accept offers that they clearly understand. SIS allows AIOs to create standard and non-standard offers creating flexibility for all users. Details of how to do this can be found in the UPK user guide. The standard offers in SIS were created using the most popular UCAS offers used in the previous cycle to help speed up the decision making.

### **2.10.2 Postgraduate/ part-time offers**

Offers can only be made on receipt of a fully completed on-line application form. This process is legally binding so full background checks must have been made.

Clear offer letters must be produced as outlined below.

### **2.10.3 Offer letters**

SIS automatically produces offer letters for undergraduate and postgraduate taught applicants. All offer letters need to contain all key information as required by CMA including; first year fees, start dates as well as a link to the important information for applicants.

## **2.11 Recognition of Prior Learning (RPL)**

The assessment of the Recognition of Prior Learning (RPL) occurs within the admissions phase and is the responsibility of the relevant admissions hub working in conjunction with the programme leader and the Faculty Recognition Group.

Course factfiles must state whether RPL is accepted or not. It is the Admissions Leads responsibility to ensure this is included.

### **2.11.1 RPL Terminology**

The term '**credit transfer**' is used where the credits or qualification have been awarded by a UK higher education degree-awarding body in accordance with the relevant framework for higher education qualifications, the FHEQ. <http://www.qaa.ac.uk/publications> . For example, HNC and HNDs awarded by EdExcel and certificates awarded by AAT would come into this category.

The term '**Recognition of Prior Learning**' (RPL) is used in connection with learning that has been certificated. Prior certificated learning relates to prior learning, such as professional development awards or employment-based awards, which are at higher education level but which have not led to the award of UK credits or UK qualifications positioned on the relevant higher education qualifications framework.

<http://www.qaa.ac.uk/publications> .

The term '**Recognition of Prior Experiential Learning**' (RPEL) is used in connection with informal uncertificated learning through experience, whether gained through work, voluntary activity or at home.

The term '**Recognition of Prior (Experiential) learning**' (RP(E)L) is used as an all-embracing term, covering the wide range of an individual's prior learning, whether certificated or uncertificated learning.

The term '**Advanced Standing**' is used where applicants at admission are deemed to have met the requisite outcomes to enable them to commence the programme at an advanced stage.

The term '**recognition agreement**' is an agreement that an external programme, not validated as a LJMU award, is deemed equivalent to the standard requirements for entry at a specified level to a programme at LJMU.

The term '**articulated progression route**' is used where it has been agreed at validation / review that successful completion of a programme of study, either from within LJMU or from another institution will lead onto another programme of study at LJMU at a higher level, if the student wishes to continue on the higher level study.

The RPL process can be found in the Record of Prior (Experiential) Learning Policy <https://www.ljmu.ac.uk/~media/sample-sharepoint-libraries/policy-documents/188.pdf?la=en> .

Special consideration must be given to applicants who have already studied at the same level at LJMU. Module attempts (pass and fail) on the previous programme will be carried forward if modules are common to both programmes. In some cases this may mean that they cannot be offered a place on the new programme. In others it may mean that they have to study part-time for the first year of the new programme. It is recommended that advice is taken from the Faculty Registrar before making an offer.

## **2.12 Offering alternative programmes**

### **2.12.1 Undergraduate programmes**

Applicants who do not meet the requirements of their choice may be offered an alternative programme that better suits their academic background. A change course offer can be made via SIS to the applicant. This should be supported with an email including information on the programme.

### **2.12.2 Postgraduate/Part-time programmes**

A postgraduate applicant being offered an alternative programme to the one originally applied for must be communicated with before any changes are made via SIS. All communication and approval to the change must be recorded in SIS and attached to the relevant application.

## **2.13 Exceptional circumstances**



In exceptional circumstances applicants with predicted lower grades than the entry requirements for a programme may be considered after recommendation from a teacher or lecturer due to unforeseen circumstances. These unusual cases must be referred to the Admissions Lead who will consult with relevant member of academic staff and then the Director of SRA.

If it is deemed that the applicant should come in for an interview to confirm suitability the correct procedures should still be carried out as a decision will be made on the outcome.

The applicant can be accepted onto the course if they are deemed to be academically and emotionally ready. This must be the exception rather than the rule when considering applicants who do not have the required entry grades.

Applicants who have already achieved their grades and have relevant professional can be considered if they are no more than 40 points off the required main cycle grade and have over 240 UCAS points. The application must be referred to the Admissions Lead for a decision.

### **2.13.1 Care Leavers / Estranged Children**

LJMU is committed to help more care leavers go to University. To help support this applicants who been confirmed as Care Leavers or as an Estranged Child by the Care Leaver Student Support Co-ordinator can be considered for a reduction in their entry requirement by a maximum of one grade where eligibility is confirmed.

### **2.14 Rejection by default (RBD)**

RBD is a UCAS process. An automatic RBD will occur to all applicants who applied to LJMU (on or before) the 15<sup>th</sup> January but have had no decision by the end of the first week in May. These applicants will automatically be rejected by UCAS. The RBD process also happens in September for those applicants who have not been confirmed as LJMU students.

It is crucial that applicants are only kept waiting for a genuine reason and no applicants are rejected by default due to LJMU.

The RBD deadline dates are sent to all AIOs at the beginning of each cycle by The Head of Admissions. The Head of Admissions will also send a list of applicants who will be placed into the RBD process. These individuals must be made a decision as a priority as this process has a very negative impact on the reputation of LJMU.

The UTT RBD will be automatically applied when a decision is not been made within 40 days.

### **2.15 Confirmation**

The confirmation process takes place when examination results are received or additional requirement outcomes are received by the University. The applicant will then be:

- Accepted on a programme
- Offered an alternative programme
- Rejected

The Confirmation and Clearing Policy produced by the Director of SRA is approved prior to results by SMT. This outlines clearly what grades can be accepted over Confirmation and Clearing.

### **2.15.1 Undergraduate programmes**

A Level, Scottish and the majority of BTEC results are released through UCAS but some awarding bodies are not yet affiliated with UCAS and so these need to be sent by the applicant direct to the relevant admissions hub. Where results are not available from UCAS a copy of the results must be provided by the applicant before a decision is made and then attached in SIS to the relevant application for reference.

The FAH is responsible for processing all results. LJMU must:

Confirm all applicants who meet CF or CI offers

Where applicants do not meet the requirements the FAH may choose to:

- Confirm marginal misses (the Confirmation and Clearing policy will explain what a marginal miss is for that year)
- Decline
- Offer an alternative programme

Applicants have to meet their conditions in September. UCAS will run a RBD procedure in September and 'stops' must be put in place to prevent any applicants with genuine outstanding reasons to be kept within the system.

### **2.15.2 UCAS Embargo**

Scottish Highers, A Level and BTEC results are downloaded from UCAS prior to the main results day's in August. These results are released to LJMU under a strict embargo and must not be discussed with any applicant until results day. A breach of the embargo may result in a financial penalty and UCAS withholding results from awarding bodies.

A full audit of all automated communications must take place to ensure no confirmation communications are sent prior to the official results release dates.

All LJMU staff involved in admissions and/or communications with applicants must complete the mandatory UCAS Embargo training in July each year.

### **2.15.3 Offering alternative programmes**

If an applicant does not meet the original CF requirements but are suitable for an alternative programme a change course offer can be made supported by a letter/ email to the applicant. The letter/ email can arrive on results day but should not contain details of the applicant's exam results. Providing details of the benefits of the alternative programme can help encourage the applicant to accept the alternative programme.

### **2.15.4 Postgraduate/Part-time/ Research programmes**

For postgraduate/ part-time and Research applicants who have been made a conditional offer at the point that all the requirements have been met the offer must become unconditional within a timely manner. The FAH must receive and attach copies of all qualifications that an offer has been made on to the SIS record.

When an offer becomes unconditional a reply form should be sent to their applicant asking the applicant to confirm their acceptance of their place on the programme. This reply should be attached to the SIS record.

## **2.16 Clearing**

Clearing only applies to UCAS programmes.

Currently courses in UCAS Extra are automatically transferred over to the Clearing listings. The Senior Management Team will approve any courses not going into Clearing. These will be communicated to the Head of Admissions who will withdraw them from the process.

### **2.16.1 Clearing Hub**

The Clearing Hub is where Clearing calls are received on results day. In addition to the telephone operators faculty academic staff are also available to make decisions throughout the day. Each faculty are requested to provide five members of staff to look after the general clearing lines. The Head of Admissions is responsible for the Clearing Hub and will work closely with the Admissions Leads to ensure a successful operation.

### **2.16.2 Electronic Clearing**

Eligible Clearing applicants are automatically given a six digit Clearing number this allows them to refer themselves through UCAS Track for a Clearing place (applicants can only accept one institution). The Clearing applicants will then be reported via SIS to the relevant FAH who will then accept or decline the applicant.

Applicants will be notified on their UCAS Track homepage that they are eligible for Clearing. This is only possible when they have not met the requirements of their first and insurance choice.

Applicants who have entered Clearing will be encouraged by UCAS to phone around HEPs in the morning of A level results day to see if they will be accepted on alternative programmes.

All calls to the Clearing Hub will be recorded via the Clearing Script. It is crucial that this information collected is as accurate as possible as it may be used at a later stage to match against Clearing applications from UCAS.

Only in late afternoon of A level results day will applicants be able to refer themselves into Clearing via UCAS Track. Applicants can only apply for one course at a time through Clearing, and will only be able to apply for courses that have been entered into Clearing by HEIs.

If a programme is not officially in Clearing applicants can still be accepted onto the programme via UCAS. Details will be provided by the Head of Admissions.

UCAS will send the details of all Clearing applicants via SIS. The information will then be passed to FAH and will be matched to any CRM records from the Clearing Hub, where an offer should have been made.

If a Clearing application comes through to a FAH that has no match then it up to the FAH to contact the applicant for further information or to reject them. Rejected applicants will be released back into the Clearing system.

## **2.17 Adjustment period**

This process is for applicants who have met and exceeded their original offer.

All UF applicants will have a button on their UCAS Track homepage highlighting they may be eligible to register for Adjustment. Also on this button will be a countdown timer telling them how long they have left to register.

Applicants only have 5/24 hour blocks from the time they become UF. The Adjustment period runs from A level Results day for 14 consecutive days. Throughout this time only when an applicant becomes UF do their five days start. Applicants becoming UF four days or less before the end of the Adjustment period will have less than five days to Adjust.

Any applicant can register for adjustment as there are no restrictions. It is up to the new HEI to check and approve that an Adjustment applicant has indeed met and exceeded their original offer.

Once an applicant registers for Adjustment they cannot un-register and they have to let their five days expire.

Applicants will contact HEIs and see if there are places available and if they meet the entry requirements.

If an applicant wishes to apply the FAH must check the applicant's original offer and confirm they have met and exceeded the offer. No offer can be made if these have not been met.

If an applicant has met and exceeded their original offer the FAH must first send an email to the applicant to confirm an offer of a place. The email needs to also make the applicant aware that by accepting their LJMU place they will be declining their original offer which will not be retrievable. The email must ask the applicant to confirm their offer by email.

The FAH will then be able to accept the applicant via SIS as a new applicant (choice 6).

The five day deadline also applies to HEPs if a FAH takes more than the allocated time to get back to an applicant the opportunity will be lost.

Management reports will be produced throughout the 14 days outlining:

- How many LJMU applicants have registered for Adjustment
- How many applicants LJMU have gained through Adjustment
- How many applicants LJMU have lost through Adjustment

## **Chapter 3 – International Admissions**

### **3.1 Entry Criteria**

Setting the most appropriate entry criteria (academic and non-academic) for a programme is one of the most important aspects of admissions. Using the approved home entry requirements the equivalent international entry requirements are identified using recognised external agencies such as NARIC (the National Agency responsible for providing information, advice and expert opinion on qualifications worldwide). Entry requirements are reviewed on an annual basis.

#### **3.1.1. Responsibility**

The responsibility of approving the international entry criteria for all programmes is an academic responsibility within the relevant faculty. Entry criteria must be transparent, consistent and fair in line with University policy and SPA. All selection methods must be included in the factfile including interviews, auditions, portfolios or admissions tests and these must treat every individual equally. SRA will monitor the entry criteria of programmes to ensure they meet University policy.

#### **3.1.2. International Offer Making Matrix**

The International Offer Making Matrix is used by the IAT to make offers on undergraduate and postgraduate programmes. The International Matrix is reviewed and updated throughout the year by The International Admissions Team Leader and sent to faculties for comments and updates. Any exceptions in grades are outlined on the Matrix.

The International Matrix also identifies the level of English required for each programme. This level must meet UKVI and academic requirements.

The International Matrix is under constant review to provide as much detail as possible to help the IAT make decisions within the 48 hour turnaround time and to reduce the referrals to the faculties.

RPP approve all changes to the Matrix.

#### **3.1.3. References**

All References should be read and used as part of the application process, applicants should include information on why they wish to study their chosen subject. If the reference requires specific information then this should be specified on the relevant course factfile.

If the reference shows little information then a further request should be made for an additional enhanced reference before a decision is made.

If the reference contains a poor level of written English (below B2 level) then the application should be rejected for UKVI compliance reasons.

### **3.1.4. Entry criteria for Confirmation and Clearing**

Entry requirements from key international partners including Study Group, NCUK and Kaplan will be reviewed in May for Confirmation and Clearing that starts in June. Any changes to the entry requirements will be approved by RPP.

Hong Kong Clearing requirements are also reviewed in May for the Clearing period in July when LJMU representatives attend Clearing fairs in Hong Kong. RPP will approve all entry requirements.

## **3.2. UK Visas and Immigration (UKVI) requirements**

As a Tier 4 Sponsor Licence holder with Highly Trusted Sponsor status, LJMU is required to follow and be compliant with the Home Office's Sponsor Guidance for educators, the latest guidance documents can be found at <https://www.gov.uk/government/publications/sponsor-a-tier-4-student-guidance-for-educator> .

### **3.2.1. Academic progression for international students**

It is a UKVI requirement that international students who have completed a course within the UK and wish to stay in the UK to start a new programme must show academic progression. For example if the student had completed a degree and now want to apply for a Masters programme that would be acceptable. The CAS record (to be completed by the IAT) must clearly state academic progression to ensure UKVI will proceed with the visa application. If the new programme does not demonstrate academic progression, a Visa will be refused. This does not apply when:

- It is the student's first course of study in the UK
- Where the course is at the same level but complements the previous course for example a taught masters to a MBA, or research based masters. When this is the case the IAT must include in the CAS record how the new course complements the previous course.

Further details can be found in the UKVI Guidance Policy

If at the application stage it is deemed that the new course does not show academic progression, the applicant will be contacted by IAT and an explanation will be given of the position in relation to UKVI regulations, the application will then be withdrawn.

### **3.2.2. Length of study in the UK**

UKVI have limited the time a student can spend studying in the UK, at or above degree level is limited to five years whilst PhD students have an 8 year cap.

The following exceptions to this are:

- Architecture
- Law, where the applicant has completed a course at degree level in the UK and is progressing to:
  - a) a law conversion course validated by the Joint Academic Stage Board in England and Wales, a Masters in Legal Science (MLegSc) in Northern Ireland, or an accelerated graduate LLB in Scotland; or

- b) The Legal Practice Course in England and Wales, the Solicitors Course in Northern Ireland
- A student studying a Masters degree at LJMU, following completion of an undergraduate degree where the degree course was four years (e.g. Pharmacy). If this applies, the limit will be set at six years in total instead of five

### **3.2.3. LJMU International Agents**

International agents are used to refer applicants to LJMU programmes. Only agents that have a current contract with LJMU can refer applicants. The LJMU Agent Policy sits with the Head of International Recruitment.

When an applicant applies they (or the agent) can assign an agent number to the application. All communications will be sent via the agent when this is the case apart from the CAS letter that will be sent direct to the applicant in accordance with UKVI Sponsor Guidance. The CAS letter is an automatic communication.

Agents cannot make offers on LJMU programmes.

Applicants can only change agents prior to a decision being made. The applicant must complete a LJMU agent change form.

## **3.3. UKVI English requirements**

### **3.3.1. Foundation Students**

For HND programmes AIOs and the IAT must ensure they are competent in English language at a minimum level B1 (IELTS 4.0 in all four components; reading writing, speaking and listening) on the Common European Framework of Reference for languages (CEFR).

There can be no self-assessment of these applicants, they must provide a recent secure English language test (SELT) which confirms that they have achieved at least level B1 in all four components (unless a test provider exempts them from sitting a component because of a disability).

This requirement also applies to students who are:

- taking pre-sessional courses which are below QCF or NQF 6 before a degree course
- studying English as a foreign language under Tier 4 at CEFR level B2 or above

### **3.3.2. Students studying at degree level and above**

For applicants wishing to study at degree or postgraduate level they must show a minimum level B2 (IELTS 5.5) on the CEFR in all four components, the preferred method would be if the applicant has a recognised UKVI Secure English Language Test (SELT). The latest approved SELT list can be found here:

<http://www.UKVI.homeoffice.gov.uk/sitecontent/applicationforms/new-approved-english-tests.pdf> .

### **3.3.3. English test verification**

Where available an applicant's English test should be verified using the relevant test provider's verification service. This is a UKVI requirement for SELT qualifications.

The verification certification number or certificate must be recorded on the applicant's SIS record prior to an Unconditional offer being made.

### **3.3.4. UKVI English exceptions**

You do not have to confirm English language competence for those who have previously completed an academic qualification (not professional or vocational qualifications) equivalent to a UK degree which was taught in one of the following countries which we call 'majority English-speaking' countries:

- Antigua and Barbuda
- Australia
- The Bahamas
- Barbados
- Belize
- Dominica
- Grenada
- Guyana
- Ireland
- Jamaica
- New Zealand
- St Kitts and Nevis
- St Lucia
- St Vincent and the Grenadines
- Trinidad and Tobago
- United Kingdom
- United States of America

Applicants do not need to prove their knowledge of English if one of the following apply:

- are a national of Canada or any of the countries in the list above
- have studied in the UK before as a Tier 4 (Child) student
- are applying to come to the UK for a study abroad programme as part of a university degree course in the USA

For a full list of UKVI recognised English language tests for Tier 4, including how long tests are valid for, and the scores a Tier 4 (General) student must achieve, see <http://www.UKVI.homeoffice.gov.uk/sitecontent/applicationforms/new-approved-english-tests.pdf> .



### 3.3.5. LJMU English level requirements for international students

It is recommended that the minimum IELTS score for an undergraduate programme is 6.0 and for a postgraduate programme 6.5. Please note that the scores achieved in all four components; reading, writing speaking and listening cannot be lower than 5.5 in any one component in order to meet UKVI requirements. Exceptions to the above are listed on the International Offer Making Matrix and have been agreed by APP/RPP.

### 3.3.6. LJMU accepted English qualifications

Alternative English qualifications that can be used in lieu of a SELT are listed on the International Offer Matrix. These qualifications have all been confirmed that they are at UKVI B2 level and mapped against IELTS 5.5 to 7.0 grades so that the IAT can make clear and consistent offers for all programmes at all levels.

As these are not UKVI SELT qualifications a HEI Sponsor assessment must be used on the CAS maintenance page.

### 3.3.7. LJMU B2 English interview/test

As an HEI we are allowed to choose our own way to assess an applicant's level of English. In exceptional circumstances and with the approval of the Head of Admissions a LJMU B2 English test can be carried out. No faculty can implement and use their own assessment methods. If an LJMU assessment method is used the IAT will add a paragraph (similar to below) to the offer document field within the CAS record:

*LJMU has assessed this student's English language ability and confirm that it is equivalent to CEFR Level B2 or higher in each of the four components of language learning. No documents are required to be submitted as evidence of this. (Para 118 of the Tier 4 Policy Guidance refers)*

### 3.3.8. English for Undergraduate and Postgraduate Studies (EUPS)

Applicants who do not have the required English SELT grades but meet the academic requirements are offered a place on the pre-sessional English programme EUPS. There are four programmes available as listed below:

Number of Weeks	IELTS points (or equivalent) below requirements
30	2.0
20	1.5
12	1.0
6	0.5

Each programme has been designed for individuals who have missed their IELTS (or equivalent) grades by between 0.5 and 2.0 points.

These courses are run by LJMU's partner Study Group based in the LJMU International Study Centre. Payment for the programme is made direct to Study Group by the applicant.

The International Referrals Co-ordinator based within the IAT are responsible for these applicants and the process.

Applicants must have an approved UKVI SELT at B1 level to gain access onto these courses a HEI sponsored Assessment cannot be used.

Where an applicant has B1 level English and wishes to study only for the 12 or 6 week EUPS programmes a joint CAS can be offered. The joint CAS should only be added to the EUPS programme whilst the main programme of study should remain conditional until the applicant has successfully completed and met the required grades of their EUPS.

### **3.4 Applications**

Applications made to the University must only be made on approved forms that meet all University policy requirements. This enables the University to gather all applicant data to assist with selection as well as enabling applicants to be assessed for and to receive additional support where applicable.

Following these procedures will ensure that ~~all applicants are checked for previous criminal conditions, fraud and plagiarism and makes sure that~~ every applicant meets the University's legal requirements before starting any programme.

#### **3.4.1 UCAS applications**

For all UCAS recruiting programmes the University's contract states that applicants should apply via UCAS. This can be done directly through UCAS. In addition it is possible to use the Partnership Application Form (PAF) to apply direct to LJMU for undergraduate programmes.

UCAS applications are received via SIS. They are to be processed as follows:

International applications are accessed daily via a Web Hub report, the IAT then make a decision on the application using:

- LJMU Offer Making Matrix
- NARIC Equivalent level of qualification (not including EU)
- LJMU Factfiles

If a conditional or unconditional offer can be made then the following checks/processes are also carried out:

- Fee status
- Previous and current visa Checks
- Fraud
- Attach CAS record
- Attach checklist

#### **3.4.2 Category 2-6 UCAS Applicants**

UCAS applicants who identify themselves Category 2-6 applicants as below will be classified as international applicants until they provide the required documentation to the IAT:

- 2 – EEA or Swiss National
- 3 – Child of a Turkish Worker
- 4 – Refugee
- 5 – Humanitarian Protection or similar
- 6 – Settled in the UK
- 9 – Other

An automatic 3C communication is sent via SIS when an application is received, and includes a form that the applicant must complete and return. If the applicant confirms their status the IAT will change the application centre to the relevant home admissions hub and add a 3C comment that the applicant is not international. This will prevent the UCAS download reverting the change back to international.

### **3.4.3 Partnership Application Form (PAF)**

All international agents can use the PAF. This allows them to send an undergraduate application direct to IAT for consideration, the application details are uploaded directly into SIS for consideration.

Once the application is made unconditional a UCAS international RPA is submitted and the original PAF is closed.

### **3.4.4 Postgraduate/ Part-time/ CPD programmes**

All Postgraduate taught applications made direct to the University must be submitted via the on-line application form. All applications will be downloaded into SIS and then accessed by IAT. No alternative application forms can be used for LJMU programmes.

International applications are accessed daily via a Web Hub report. The IAT then make a decision on the application using:

- LJMU Offer Making Matrix
- NARIC Equivalent level of qualification (not including EU)
- LJMU Factfiles

If a conditional or unconditional offer can be made then the following checks/processes are also carried out:

- Fee status
- Previous and current visa checks
- Fraud
- Attach CAS record
- Attach checklist

### **3.4.5. Online Offer Form**

The Online Offer Form (OOF) has been developed for the use of the International Admissions and Recruitment teams only this cannot be used by anyone external to LJMU.

The OOF allows LJMU staff to add an application and where required conditional decision directly into SIS. If a conditional offer is made the IAT need to be emailed to attach a conditional offer letter.

The condition entered onto the OOF must be clear and concise.

### **3.5. Application turnaround times**

Undergraduate and postgraduate taught applications should have a decision made against them within 48 hours of the application being received at the University, decisions can include:

- Conditional offer
- Unconditional offer
- Invite to interview
- Request for further information (the clock is paused when information is requested)
- Rejection

### **3.6. International Confirmation of Acceptance (CAS) records**

Due to UKVI legislation it is important that all information regarding applicants' qualifications is included in the CAS record within SIS.

The following information is to be put onto the CAS details by the IAT:

- Course Start Date
- Course End Date
- JACS code for all MSCs (This will allow us to determine if ATAS is required)

Offer Documents: This must contain full details of the qualifications on which the offer is based.

- The qualification title
- Name of Educational Establishment
- Date achieved

For the UKVI recognised English qualification the full details are required:

- Title
- Overall score
- Scores for the 4 individual skills of Reading, Writing, Speaking and Listening
- Date achieved

UKVI has stated that it is not sufficient to just quote the overall score. The full list of UKVI recognised English language tests can be found here:

<http://www.UKVI.homeoffice.gov.uk/sitecontent/applicationforms/new-approved-english-tests.pdf> .

Please note it is not acceptable to state that an applicant has been interviewed and that an English Language test has been waived on the basis of the interview.

If the full details of the qualifications are not sufficient for UKVI purposes the visa applications will be refused and this will impact on LJMU's UKVI rating and may risk LJMU's Highly Trusted Status licence.

### **3.6.1. CAS Number and Letter**

Once the applicant is made unconditional a letter and acceptance form is sent confirming all the CAS details and ensuring that the applicant has the required funds in their bank account. The applicant is required to check the details and confirm their financial status, sign and return the form.

Once all the checks have been made and the acceptance form received the IAT will request a CAS number from the UKVI SMS system. An automatic CAS letter will be sent from SIS once a CAS number is entered into SIS.

It is crucial that full checks are made on the CAS record as LJMU will be monitored on the number of CAS's rejected in a cycle. This currently cannot be more than 10%.

### **3.7 Fraudulent applications**

As part of the NARIC membership IAT members have attend the 'Degrees of Deception – Combating Education Fraud' training session. It is recommended that this is attended every two years. This course educates the team to spot fake education documents and information.

### **3.8 Plagiarism**

Applicants who copy part or all of their application forms will be identified as plagiarising their forms. The following process takes place if plagiarism is identified.

### **3.9 UCAS similarity detection**

UCAS and UTT applicants are highlighted to LJMU via the Head of Admissions when over 60% of a personal statement matches a current or past submitted personal statement(s) or a web based example all held on UCAS's similarity detection database.

It is University policy that we request any applicant highlighted by this process to send the applicant a similarity detection letter, all letters are available from the Head of Admissions.

The submission of completed RPAs ensures government departments and agencies receive a full and accurate record for all UTT applicants on courses in the UTT application system.

### **3.10 Direct Admits**

No direct admits can be submitted via SIS. Applicants applying directly for programmes that are processed via an external application service eg. UCAS or UTT must use this route to apply or through the PAF or OOF application forms.

### **3.11 Deferred entry**

On most programmes it is University policy to accept deferred entry. Where this is not the case this must be stated within the factfile. Applicants cannot defer for more than 12 months.

A new application must be submitted if the applicant wishes to be considered after this deadline.

It is recommended that there is regular communication with deferred applicants. As a minimum the FAH should contact all deferred applicants planning on starting in September in June requesting the applicant to confirm their attendance by the end July. This activity will help when finalising student targets for confirmation and clearing.

If an applicant decides to defer after accepting a place for the current cycle, it is at the discretion of the IAT in consultation with the relevant FAH whether to accept the request for deferral. The University policy is that that applicants have to put this request in writing.

If an applicant has studied a EUPS or has had a LJMU English assessment interview the maximum this can be used for as an equivalence is 12 months.

An applicant cannot have their place deferred if their SELT expires prior to their new enrolment date. A new condition of offer will have to be made or if a UCAS applicant they will have to re-apply in the new cycle.

## **3.12 Reapplication**

### **3.12.1 Undergraduate**

Applicants may choose to reapply through clearing for a course that they had been previously rejected for earlier in the cycle. If the applicant meets all the criteria set at clearing and is approved by the Admissions Lead there is no reason why an applicant cannot be accepted. Clearing is a sequential process so if an applicant contacts LJMU and there are no places available then the applicant cannot be considered, furthermore if an applicant does not meet an element of the required criteria or have been previously rejected for the same programme in the same cycle due to the outcome of an interview may not be considered for the programme.

If an applicant has previously fully withdrawn from an undergraduate LJMU programme and now wishes to reapply for levels 3, 4 and 5 they must do this through UCAS. This allows important checks to be made eg. criminal convictions or special requirements that otherwise may be missed.

### **3.12.2 Postgraduate/Part-time programmes**

Applicants may choose to reapply in the next cycle for a course that they had been previously rejected for, or an alternative programme within the cycle. If the applicant meets all the criteria and is approved by the Admissions Lead there is no reason why an applicant cannot be accepted.

### **3.12.3 Internal information**

Internal information such as students' previous attendance and/or behaviour where appropriate can be taken into account in the re-application process.

### **3.12.4 LJMU students**

Individuals who have previously studied at LJMU and who have completely withdrawn from a programme must apply for another LJMU programme through the correct route. It is not possible for the applicant to transfer to another programme.

Applicants transferring from foundation to degree programmes must complete transfer application forms within the relevant faculty by the end of June.

### **3.13 Making Offers**

All offers made during the equal consideration phase must match what is outlined on programme factfiles. Offers cannot be made higher or lower than those published. The only exceptions to this are listed in section 3.13.6.

#### **3.13.1 Decision making**

When making a decision on any LJMU programme the process must be fair and transparent. Using the checklist below will ensure that any decision process is meeting University policy. Programmes that do not meet one or more of the criteria below must be reviewed and a new process implemented:

- Decisions must only be based on the entry criteria (academic and non-academic) listed on the International Matrix and programme factfile
- Decisions cannot be made lower than, or exceed, the entry requirements on the factfile unless during UCAS Confirmation and Clearing, or in exceptional circumstances (3.13.6)
- Decisions must not only be fair but also be seen to be fair by the applicant, so a clear rationale must be support any decision
- Offers made in bands must clearly demonstrate how decisions are made and what additional 'holistic' or interview evidence will be required by applicants applying below the top of the band
- All decisions must be recorded in SIS against the relevant application with a clear reason why the applicant was successful or unsuccessful

#### **3.13.2 Equality and diversity**

Selection must meet LJMU Equality and Diversity Policy

<https://www.ljmu.ac.uk/~media/sample-sharepoint-libraries/policy-documents/41.pdf?la=en> .and Government legislation as outlined in the Equality Act 2010

<http://www.legislation.gov.uk/ukpga/2010/15/notes/division/1/1> . LJMU is committed to promoting and implementing best practice on equality and diversity.

The Home Office explains that “The Equality Act replaced the previous anti-discrimination laws with a single act to make the law simpler and to remove inconsistencies. This makes the law easier for people to understand and comply with.

The act covers nine protected characteristics, which cannot be used as a reason to treat people unfairly. Every person has one or more of the protected characteristics, so the act protects everyone against unfair treatment. They protected characteristics are:

- age
- disability
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation

The Equality Act sets out the different ways in which it is unlawful to treat someone, such as direct and indirect discrimination, harassment, victimisation and failing to make a reasonable adjustment for a disabled person.

The act prohibits unfair treatment in the workplace, when providing goods, facilities and services, when exercising public functions in the management of premises in education”

### 3.13.3 Undergraduate Offer Making

#### Clarity of offers

Offers must include past academic achievements as well as future predicted grades to prevent any confusion.

A level and AS qualifications cannot be double counted. An AS qualification is only valid if they successfully complete the first year (or equivalent) of study and do not progress or successfully complete the subject at A2 level.

#### Examples

An applicant that already has a B at A level and C at AS level (52 points) who needs a further B (40 points) should not receive offer of:

- 40 pts from an A level

The applicant has already met this requirement and could strongly argue their entry into LJMU without achieving the additional qualification. The correct offer should be:

- 92 pts including 2 A levels (of which 80 points must be at A2)

GCSE Maths and English should still be part of the offer where required.

Following the correct process for offer making will also allow clarity at confirmation when students may request to go to other universities through the adjustment period arguing that they have exceeded the entry requirements.

Offers also cannot be supported by adding onto a letter that the offer does not include past qualifications. All offers must be recorded in full on SIS and electronically transmitted to UCAS.



## Conditional and unconditional offers

Offers made should either be:

- Unconditional – all aspects of the entry requirement have been met, no further academic qualifications, assessments or tests are required
- Conditional – the applicant still requires to meet one or more of the entry criteria
- Offers are legally binding so it is important that the offer is correct

## SIS offer library

The offer library is situated in SIS and maintained by Planning and Information.

It is crucial that all offers made are clear, simple and explicit. Research shows that applicants are more likely to accept offers that they clearly understand. SIS allows AIOs to create standard and non-standard offers creating flexibility for all users. Details of how to do this can be found in the UPK user guide. The standard offers in SIS were created using the most popular UCAS offers used in the previous cycle to help speed up the decision making.

## UCAS Offers

When outlining qualification requirements it is University policy to use a UCAS Tariff score supported by specific grades. This tariff score must equate to all qualifications. The International Baccalaureate Diploma may have a different tariff score as it has been recognised that this qualification is not currently fairly reflected in the UCAS tariff.

Every UCAS offer must use the SIS offer library in the UCAS Decision Processing section in SIS; it is possible to add additional requirements to the offer code if required due to an international qualification.

Offers must include all requirements including outstanding qualifications and assessments as below:

### Example

This offer is subject to you obtaining:

1. Subject to criminal conviction and Fitness to Practise checks
2. IELTS score of 7.0 with a minimum of 6.5 in all four components
3. Subject to successful online interview and aptitude test

If a student has studied a qualification that contains a UCAS tariff points, grades and/or a specific subject this must be made clear in the requirements.

### Example

This offer is subject to you obtaining:

1. GCE A and AS-level 104 Tariff points from 2 A levels including a Grade C in English Language
2. IELTS score of 6.0 with a minimum of 5.5 in each component

To help applicants it is advised that, where possible, a typical offer is shown within the entry requirements. This allows applicants to clearly see what is being expected from them.

#### **Example**

This offer is subject to you obtaining:

1. BTEC Extended Diploma 112 Tariff points Grades required DMM
2. IELTS score of 6.0 with a minimum of 5.5 in each component

#### **Example**

This offer is subject to you obtaining:

1. International Baccalaureate Diploma a total of 29 points is required

#### **Example**

This offer is subject to you obtaining:

2. A Bahrain Diploma with a minimum of 27 points
3. IELTS score of 6.0 with a minimum of 5.5 in each component

Where a UCAS Tariff offer band has been used refer to the International Offer Making Matrix for guidance on how to make an offer.

Once all the supporting information has been received and a decision cannot be made the application should be referred to the relevant faculty for advice. The SIS status of the application is changed to 'with academic'. The faculty will email IAT with an outcome within the 48hr turnaround period.

Once a decision has been made the International Admissions Officer manually attaches a conditional offer letter.

### **3.13.4 Postgraduate Offer Making**

Offers can only be made on receipt of a fully completed LJMU application form. This process is legally binding so full background checks must have been made.

Any academic and/or experience must be stated in addition to other selection criteria or condition requirements. These may include:

- Grade and course specific criteria
- Interview
- Qualifications (home and international)
- Conditions
- DBS check
- Health test
- Entrance test

Details of any additional selection methods used must be provided.

### **Example**

This offer is subject to you obtaining:

1. Second Class (first division) Degree from the University of Botswana
2. Subject to criminal conviction and Fitness to Practise checks
2. IELTS score of 7.0 with a minimum of 6.5 in all four components
3. Subject to successful online interview and aptitude test

### **Example**

This offer is subject to you obtaining:

1. IELTS 6.5 Overall with minimum 5.5 in each component or equivalent UKVI-approved English Language Test; OR Pass 12 week Pre-Sessional English Language Programme – cost £3600. Contact [int-admissions@ljmu.ac.uk](mailto:int-admissions@ljmu.ac.uk) if you wish to take this option.

Once a decision has been made the International Admissions Officer (IAO) manually attaches a conditional offer letter.

Once all the supporting information has been received and a decision cannot be made the application should be referred to the relevant faculty for advice. The SIS status of the application is changed to 'with academic'. The faculty will email IAT with an outcome within the 48hr turnaround period.

Once a decision has been made the International Admissions Officer manually attaches a conditional offer letter.

### **3.13.5 Offering alternative programmes**

#### **Undergraduate**

Applicants who do not meet the requirements of their choice may be offered an alternative programme that better suits their academic background. Before offering a different course to an applicant their agreement must be gained first. If the applicant does not wish to accept the alternative then they must then be rejected using one of the reject decisions on the LJMU decision form.

#### **Postgraduate/Part-time programmes**

A postgraduate applicant being offered an alternative programme to the one originally applied for must first be communicated with before any changes are made via SIS. All communication and approval to the change must be recorded in SIS and attached to the relevant application.

### **3.13.6 Exceptional circumstances**

In exceptional circumstances applicants with predicted lower grades than the entry requirements for a programme may be considered after recommendation from a teacher or lecturer due to unforeseen circumstances. These unusual cases must be referred to the

Head of Admissions who will consult with the relevant member of academic staff and then the Director of SRA.

If it is deemed that the applicant should come in for an interview to confirm suitability the correct procedures should still be carried out as a decision will be made on the outcome.

The applicant can be accepted onto the course if they are deemed to be academically and emotionally ready. This must be the exception rather than the rule when considering applicants who do not have the required entry grades.

### **3.13.7 Rejection by default (RBD)**

RBD is a UCAS process. An automatic RBD will occur to all applicants who applied to LJMU (on or before) 15<sup>th</sup> January but have had no decision by the end of the first week in May. These applicants will automatically be rejected by UCAS. The RBD process also happens in September for those applicants who have not been confirmed as LJMU students.

It is crucial that applicants are only kept waiting for a genuine reason and no applicants are rejected by default due to LJMU.

The Head of Admissions sends email confirming when an RBD will happen, along with a list of applicants who will be placed into the RBD process. These individuals must be made a decision as a priority as this process has a very negative impact on the reputation of LJMU.

### **3.14 Selection of candidates**

The selection of applicants on programmes must be carried out in accordance with LJMU's Admissions Policy using fair and transparent methods and using only the entry criteria published in programme factfiles.

#### **3.14.1 Interviews and auditions**

The relevant faculty is responsible for organising interviews for international students. All interviews must be conducted in accordance with guidelines and proper records kept.

The following section of the CoP has incorporated many of the recommendations outlined in SPA's 'Interviewing applicants for admission to undergraduate University and college courses or programmes: Good Practice Statement', the original statement can be found at [www.spa.ac.uk](http://www.spa.ac.uk).

Any programme that has an interview or audition must follow the guidelines below and where relevant the criteria set by PSRBs:

- All LJMU staff taking part in interviews or auditions must be trained
- External staff must be briefed on LJMU policy prior to starting interviews or auditions
- An interview or audition cannot be used as a recruitment tool. Interviews or auditions can only take place if there is a clear selection rationale underpinning the process Academic/admissions staff including interviews or auditions as part of the election process will be asked to explain this rationale to SRA as part of the ongoing review process

- All interviews or auditions not imposed by PSRBs must use a post interview/audition questionnaire to ensure that the practice is not placing any unnecessary barriers for applicants
- The type of interview or audition must allow every attendee to be assessed individually and fairly. Group interviews for example must allow each applicant to contribute equally
- Requirements for interviews or auditions must be fully disclosed on programme factfiles
- Any discussions with applicants that will result in a decision must be disclosed as an interview and follow the procedures below, and applicants must be made fully aware of this
- All interviews and auditions must not discriminate against any individuals due to disability (see section 2.7.1)

### **3.14.2 Prior to interview**

An invitation to interview with instructions must be sent to every applicant, a minimum of two weeks prior to the interview. The letter or email must include:

- Date, time and duration of the interview/audition. This should be entered into SIS for UCAS applicants for the day and time as it will then be available in UCAS Track for the applicant
- How to change the date or time if it is not possible for the applicant to attend
- Location of the interview/audition with a clear map highlighting the exact place for registration if attending in person
- SKYPE details if a remote interview is taking place
- If parking is an issue this must be highlighted to allow additional time

A clear outline of what will happen on the day and what will be required from applicants including:

- Details of a required presentation and who it will be delivered to eg. a group or panel
- Areas that applicants will be questioned on and any prior reading recommended with details of where applicants can find relevant information if not provided
- Details of any tests that will take place on the day
- Where applicants can access sample interview questions
- Portfolio requirements
- The name and contact number of the AIO/FAH organising the interview/audition. It is crucial the whole FAH can answer queries on any interview/audition in case the organiser is absent
- Details on local accommodation for those coming from a significant distance and may want to stay overnight prior to the day
- How an applicant can communicate any individual specific requirements for the day, eg. disabled parking, access, religious requirements
- Equipment that will be available to support a presentation or performance eg. PowerPoint, laptop or space
- The documentation required to be brought along by the applicant on the day supported with a rationale

- If a photograph is required it must be explained why, it must be made clear that this in no way will be used in the decision process
- If any specific items are asked for they must be used or recorded by the interview or audition team on the day
- If recordings are planned be made of an interview or audition the applicants must be informed prior to the day, the rationale for this explained and applicants given an opportunity to opt out if they do not wish to participate
- It must be made very clear to the applicant the impact of failing to attend an interview or audition. If non-attendance means they will be withdrawn than this must be stated on the letter

### **3.14.3 The interview/audition**

Interviews and auditions must adhere to the guidelines listed below:

- Each interview or audition must have a minimum of two interviewers present (one must be trained) to provide a fair experience for the applicant and support any members of staff against any discriminatory allegations post interview/audition, for PGR interviews the two people involved will be the PGR admissions tutor and the proposed research supervisor
- If the interview is assessing the English ability of the applicant at least one of the interviewing panel must have English as a first language
- If a funding body or external regulator policy requires a professional external representative to be present at interviews they must be provided with the LJMU Admissions Policy and CoP prior to the day
- The Chair should provide an overview of the key principles prior to starting the interview, this needs to be done once per individual, but followed up with any new policies when required
- If possible the panel should reflect a gender and ethnic mix
- The location of the interview or audition must be fit for purpose
- The location must be easily accessible (preferably ground floor) and easy to access from a main entrance with clear corporate signage providing easy directions for the applicant
- The CRM team and reception staff, via SharePoint, should be informed of the interviews with clear instructions on where applicants need to report to. This information should also be provided to the various Student Support Zones in case applicants get lost
- The AIO responsible for the interviews should be available to welcome each applicant and explain the format of the day. As a minimum water should be available for the applicant prior to the interviews and enough seats provided where the applicants and parents/supporters can wait
- Parents should be directed to the nearest refreshment area during interviews/auditions or provided with a guided tour by the FAH. Parents/supporters have a significant impact on applicant decisions and these activities can be very worthwhile in helping to convert applicants
- The room must positively reflect LJMU. It should be tidy and clean.
- Each interview and audition is different but the room layout should always be presented in a non-threatening way. A number of people behind a desk may make

applicants very tense rather than a more approachable group of chairs set up in an arc around the applicant

- There should be no interruptions during any interview or audition unless absolutely necessary
- Clear signage that interviews or auditions are in progress should be placed on the door and down any corridor asking for consideration particularly if in a potentially noisy area
- The panel should wear name badge
- The chair of the panel should greet the applicant(s), introduce the remaining panel and then explain the outline of the audition/ interview and how long it will take. Details of emergency procedures should also take place at this stage
- The applicant should be informed about how the interview will be scored or graded and an explanation made that the panel will be making notes throughout the process
- The first question/ activity should be aimed at putting the applicant(s) at ease, it is important that interviews are conducted appropriately and professionally and all applicants be treated the same
- Whatever the calibre of applicant all must be dealt with in the same manner with no applicant being able to gauge their success during the interview or audition from the panel's body language or attitude
- At the end of the interview an applicant must be given the opportunity to ask any questions prior to the Chair finishing off the interview with an explanation of what will happen next including the timeframe of when an applicant will receive an outcome
- Applicants may have travelled a considerable distance with a significant cost and/or taken time out of school, college or work so it is important that each one is thanked for their time and effort and departs from LJMU feeling that the process was a worthwhile activity

#### **3.14.4 Scoring interviews/auditions**

It is crucial that all applicants are scored in the same way and throughout the interview/ audition using key criteria required for the programme. These scores can be used on their own or alongside written test scores.

A score should be agreed prior to interviews by the panel to gauge which applicants are successful/ not successful during the process.

Any discrepancies in a panel in relation to an applicant's scoring must be resolved by the Chair who will have the final say.

Decisions should be made immediately after each interview, to ensure fair procedure.

All scores must be collected and gathered by the lead AIO and attached to the applicant's SIS application record and then IAT informed of the outcome.

The scores for unsuccessful applicants must be retained to be used to provide fair and comparative feedback by an AIO if requested by the applicant.

### **3.14.5 Interviewing minors**

Applicants under the age of 18 at interview can be accompanied by their parent or guardian to the interview. During the interview the parent should be directed to the nearest refreshment area or taken on a tour by a current student. This is down to the discretion of the FAH.

As with all interviews there must be a minimum of two people on the panel, but in these cases it is a legal requirement.

Please refer to the LJMU Safeguarding Policy:

<https://www.ljmu.ac.uk/~media/files/ljmu/public-information-documents/wider-information-set-documents/policy23-safeguarding-policy.pdf?la=en> for information procedures that must be followed when dealing with minors.

### **3.14.6 SKYPE/Telephone Interviews**

LJMU staff holding interviews abroad must follow the same procedures as a home student outlined in this section.

Applicants who require an interview via Skype or telephone should be given appropriate notification to prepare for the interview.

Communication should be sent via email to outline who will be doing the interview, the interview process and time of the interview. The applicant must be given the opportunity to request an alternative time that suits their needs.

Telephone interviews cannot be used for English verification. Telephone interviews should be kept to a minimum as it is hard to guarantee that the applicant is the individual being interviewed. This can be prevented by requesting that the applicant has the telephone interview within an international agent's office where verification can take place face to face.

Any interview to establish if an Applicant has B2 level English must first be authorised by the Head of Admissions. The interview must be recorded and a copy sent of the interview to IAT on a pen drive for UKVI compliance.

All interview documentation must be attached to the relevant application in SIS.

## **3.15 Confirmation**

Applicants who have been successful will be communicated with via a 3C letter/ and UCAS where relevant. For details on how to confirm a student via UCAS see the IAT UCAS guidance notes.

## **3.16 Feedback**

It is LJMU policy that initial feedback is provided to all applicants. Successful applicants receive an offer (conditional or unconditional) and unsuccessful applicants can receive two levels of feedback which are:

Initial feedback every applicant will receive a reason why they were not accepted on a programme.



Detailed feedback – applicants can request more detailed feedback but this can only be requested within a certain time frame (see section 3.16).

### **3.16.1 UCAS Undergraduate**

#### **Initial feedback**

All applicants receive initial feedback which is provided via by the FAHs. Applicants that are accepted receive a conditional or unconditional offer.

Applicants that do not meet programme requirements can be rejected or withdrawn using a SIS rejection detailed below.

#### **Rejections**

A rejection is made where academic consideration has been given.

Rejection reasons must be recorded in SIS. To see how to do this correctly please follow the UPK user training guide that can be found on your home page of SIS. These rejection reasons will then be communicated to the applicant via UCAS Track.

A reject reason must also be added onto SIS via the reject comment and an email rejection communication attached and sent to the applicant.

#### **UTT rejection reasons**

When recoding unsuccessful UTT applications on SIS one of the pre-determined reject reasons should be used, for details please follow the UPK user training guide that can be found on your home page of SIS. These rejection reasons will then be communicated to the applicant via UCAS Track.

#### **Withdrawals**

A withdrawal decision is communicated when no academic consideration could have been given.

Withdrawal reasons must be recorded in SIS. To see how to do this correctly please follow the UPK user training guide that can be found on your home page of SIS. These rejection reasons will then be communicated to the applicant via UCAS Track.

#### **Further feedback**

Unsuccessful applicants can ask for more detailed feedback. This feedback must be provided within 20 days of request and outline the details why the applicant was not successful. Detailed and transparent entry requirements make it easier to provide feedback to applicants and to demonstrate where they did not meet the course requirements. Feedback may include scores for interviews or require quantification.

Further feedback cannot be requested by an applicant after they have replied to offers (made their first and insurance choice).

### **3.16.2 Postgraduate/Part-time programmes**

Applicants who have not been successful in gaining entry onto a postgraduate programme must be communicated with via the SIS rejection email. A rejection comment explaining why the applicant has not been successful must be added and a 3C communication sent. The acceptance reason must be recorded on SIS.

### **3.16.3 International applicants**

As part of UKVI requirements the decision on why an international applicant has been accepted must be recorded on the CAS record in SIS, see section 3.6 for further details.

## **3.17 Appeals and Complaints**

Where appropriate the grounds for an appeal or complaint should be investigated and resolved through informal means before moving to a formal process. Should that prove necessary staff should follow the guidelines set out in the Admissions Appeals and Complaints Policy here <https://www.ljmu.ac.uk/~media/sample-sharepoint-libraries/policy-documents/14.pdf?la=en> . Any applicant that wishes to make an appeal or complaint can do so via the on-line form <https://www.ljmu.ac.uk/applicant-login/important-information> .

## **3.18 Clearing**

The below applies to UCAS programmes.

Currently courses in UCAS Extra are automatically transferred over to the Clearing listings. The APP must approve any courses not going into Clearing. These will be communicated to the AM who will withdraw them from the process.

### **3.18.1 Clearing Hub**

Eligible Clearing applicants are automatically given a six digit Clearing number this allows them to refer themselves through UCAS Track for a Clearing place (applicants can only accept one institution). The Clearing applicants will then be reported via SIS to the relevant FAH who will then accept or decline the applicant.

Applicants will be notified on their UCAS Track homepage that they are eligible for Clearing. This is only possible when they have not met the requirements of their first and insurance choice.

Applicants who have entered Clearing will be encouraged by UCAS to phone around HEPs in the morning of A level results day to see if they will be accepted on alternative programmes.

All calls to the Clearing Hub will be recorded via the Clearing Script. It is crucial that this information collected is as accurate as possible as it may be used at a later stage to match against Clearing applications from UCAS.

Only in late afternoon of A level results day will applicants be able to refer themselves into Clearing via UCAS Track. Applicants can only apply for one course at a time through Clearing, and will only be able to apply for courses that have been entered into Clearing by HEIs.

If a programme is not officially in Clearing applicants can still be accepted onto the programme via UCAS. Details will be provided by the Head of Admissions.

UCAS will send the details of all Clearing applicants via SIS. The information will then be passed to FAH and will be matched to any CRM records from the Clearing Hub, where an offer should have been made.

If a Clearing application comes through to a FAH that has no match then it up to the FAH to contact the applicant for further information or to reject them. Rejected applicants will be released back into the Clearing system.

### **3.18.2 Electronic Clearing**

Eligible Clearing applicants are automatically given a six digit Clearing number this allows them to refer themselves through UCAS Track for a Clearing place (applicants can only accept one institution). The Clearing applicants will then be reported via SIS to the relevant FAH who will then accept or decline the applicant.

Applicants will be notified on their UCAS Track homepage that they are eligible for Clearing. This is only possible when they have not met the requirements of their first and insurance choice.

Applicants who have entered Clearing will be encouraged by UCAS to phone around HEPs in the morning of A level results day to see if they will be accepted on alternative programmes.

All calls to the Clearing Hub will be recorded via the Clearing Script. It is crucial that this information collected is as accurate as possible as it may be used at a later stage to match against Clearing applications from UCAS. This is why we are asking for LJMU staff to help in this process.

Only in the afternoon (6pm) of A level results day will they be able to refer themselves into Clearing via UCAS Track. Applicants can only apply for one course at a time through Clearing, and will only be able to apply for courses that have been entered into Clearing by HEIs.

If a programme is not officially in Clearing applicants can still be accepted onto the programme via UCAS. Details will be provided by the AM.

UCAS will send the details of all Clearing applicants via SIS. The information will then be passed to FAH and will be matched to any CRM records from the Clearing Hub, where an offer should have been made.

If a Clearing application comes through to a FAH that has no match then it up to the FAH to contact the applicant for further information or to reject them. Rejected applicants will be released back into the Clearing system.

### **3.18.3 Partner clearing process**

The clearing process for partners including Study Group, Kaplan, and NCUK will be documented in the relevant partner process documentation. Clear entry requirements will be

provided (approved by RPP) to IAT and IRT so that competitive but compliant offers can be made.

### **3.19 Adjustment period**

This process is for applicants who have met and exceeded their original offer.

All UF applicants will have a button on their UCAS Track homepage highlighting they may be eligible to register for Adjustment. Also on this button will be a countdown timer telling them how long they have left to register.

Applicants only have 5/24 hour blocks from the time they become UF. The Adjustment period runs from A level Results day for 14 consecutive days. Throughout this time only when an applicant becomes UF do their five days start. Applicants becoming UF four days or less before the end of the Adjustment period will have less than five days to Adjust.

Any applicant can register for adjustment as there are no restrictions. It is up to the new HEI to check and approve that an Adjustment applicant has indeed met and exceeded their original offer.

Once an applicant registers for Adjustment they cannot un-register and they have to let their five days expire.

Applicants will contact HEIs and see if there are places available and if they meet the entry requirements.

If an applicant wishes to apply the FAH must check the applicant's original offer and confirm they have met and exceeded the offer. No offer can be made if these have not been met.

If an applicant has met and exceeded their original offer the FAH must first send an email to the applicant to confirm an offer of a place. The email needs to also make the applicant aware that by accepting their LJMU place they will be declining their original offer which will not be retrievable. The email must ask the applicant to confirm their offer by email.

The FAH will then be able to accept the applicant via SIS as a new applicant (choice 6).

The five day deadline also applies to HEPs if a FAH takes more than the allocated time to get back to an applicant the opportunity will be lost.

Management reports will be produced throughout the 14 days outlining:

- How many LJMU applicants have registered for Adjustment
- How many applicants LJMU have gained through Adjustment
- How many applicants LJMU have lost through Adjustment

## Chapter 4 – Research Admissions process

Research Admissions are managed by the FAH supported by SRA. ~~Further details can be found here <https://www.ljmu.ac.uk/research/doctoral-academy> .~~

### 4.1 Promotion of Research programmes

All Research programmes must have a course factfile on the LJMU website. These must clearly state what the entry requirements are for the programme.

Entry requirements should include the level of degree required and what experience the applicants should have. These must be very clear to avoid applicants wasting their time.

Any additional bench fees charges should be listed on the factfile, because in some areas these can be substantial.

### 4.2 Research application process

Applications for MPhil/PhD applicants should always be via the on-line application form. As the application form is now very easy to use all enquirers should be encouraged to place an application prior to contacting admissions staff to ensure a full record of the applicant.

#### 4.2.1 Home Research applications

Home applications will be managed by the relevant admissions hub. The AIO/Research Administrator will identify the most suitable academic to review the application.

If the academic is not available or has not responded within 5 working days then the application should be referred to the Director of the relevant School.

#### 4.2.2 International Research applications

International research applications will initially go to the IAT where they will be reviewed and equivalent qualification and UKVI compliance checks made. The international checklist will also be applied and updated with passport and visa information when they are supplied. IAT will mark qualifications and references as 'received' but not 'completed' as it is the admissions hubs responsibility to check if they are suitable.

The AIO/Research Supervisor will identify the most suitable academic to review the application.

If the academic is not available or has not responded within 5 working days then the application should be referred to the Director of the relevant School.

Research students must meet the University required IELTS score of 6.5 or equivalent (see section 3.3)

### 4.3 International Research selection

Applications should be reviewed only against the criteria specified within the course factfile. It is not acceptable to introduce additional requirements or raise entry requirements for specific candidates.

All interviews should follow the guidelines as set out in section 3.14.1.

Any interviews to assess the standard of English (UKVI requirements) must have two people present on the interview panel (Research Supervisor and PGR Admissions Tutor) one must be trained in interviewing.

Applicants should have a response to their application within 10 working days of the application being received in SIS. A decision would include:

- Conditional offer
- Unconditional offer
- Invite to interview
- Request for further information
- Rejection

## 4.4 Research Confirmation

### 4.4.1 Home Research Confirmation

Home research applicants will be sent a final offer letter. An acceptance form should also be sent asking the applicant to confirm that they want to accept their place. The application status should be updated to Unconditional Accept in SIS.

### 4.4.2 International Research Confirmation

The AIO/Research Administrator must complete the following fields in the CAS Maintenance screen in SIS:

- Secure English Language Test (SELT)
- Course Title override MPhil/PhD – **Please add clear research title**
- Reported site – location of study
- Academic level/ Secondary academic level
- Course start/ end date and latest acceptance date
- Course fees
- Bench fees
- Offer documents – make sure a copy of the original documentation is seen before making an unconditional offer.
- ATAS requirements

The AIO/Research Administrator will need to complete the additional research comment field with the required research information which includes:

Area of research  
Research Supervisor  
Bench fees (if applicable)

The AIO/Research Administrator will inform the IAT when an unconditional offer is made and final compliance checks will be made. An Unconditional letter will be sent with an Acceptance form attached. Once the IAT receive a copy of the signed Acceptance form and all compliance checks have been completed then a CAS number will be requested

If there are Bench Fees these must be included in the SMS sponsor notes field in the CAS record at UKVI. The applicant will be required to show evidence that they have these additional fees at their visa interview.

A CAS letter will then be automatically sent via SIS.

## **Chapter 5 - Removing or changing a programme**

Once a programme starts a recruitment cycle it is expected that it will complete the admissions process. In exceptional circumstances the University may have to withdraw a programme during a decision cycle in these rare cases the following procedures must be followed.

### **5.1 Removal of programmes outside the decision cycle**

Programmes cannot be removed without the permission of the APP. For full details on this procedure log onto: <https://www2.ljmu.ac.uk/APIS/index.htm> .

### **5.2 Suspension of programmes**

The Head of Admissions must be contacted before suspending a course for a year. If approval is gained through APP the Admissions Lead will be informed and the programme suspended.

### **5.3 Removal of programmes during the decision cycle**

Only in exceptional circumstances should programmes be removed during the decision cycle and only with the approval of APP. Details available at: <https://www2.ljmu.ac.uk/APIS/index.htm> .

There may be legal consequences of removing a course, so APP must be consulted to ensure LJMU terms and conditions are being followed.

It is important to consult SRA prior to starting any withdrawal process to ensure minimum impact on applicants.

#### **5.3.1 Undergraduate**

Please follow the UCAS guidelines below when communicating with applicants regarding a discontinued course and how to offer a new course. This must only be done after approval above from APP.

#### **Courses withdrawn prior to 30 June**

Applicants must be contacted as soon as possible using the course closure letter and a UCAS discontinued /suspended programme form that is available at [www.ucas.ac.uk](http://www.ucas.ac.uk) .

Where possible the applicant must be offered a suitable alternative programme within LJMU. This option must be communicated with the applicant prior to making a change. This is crucial if applicants have already accepted an offer or are a deferred applicant. To provide best customer service this alternative offer is best initially communicated by telephone prior to the letter being sent out.

#### **No decision has been made by LJMU**

The applicant's agreement must be obtained (preferably by telephone followed up with a letter) if an alternative course is to be offered, or the applicant may ask to be considered for



another course. If the applicant does not agree to an alternative course, the application must be rejected allowing the applicant to choose another institution via Track.

### **A decision has been made, but no reply received from applicant**

The applicant can ask to be considered for a new course and your offer can be changed in SIS. If applicants do not want to be considered for another course at LJMU they can choose another institution and course by filling in a 'Notification of discontinued or suspended course' form from UCAS.

### **Unconditional/ Conditional Offer**

Applicants must have an explanation regarding the necessity for change before advising UCAS. This is preferably initially communicated by telephone then followed up with a letter.

### **Decision and reply have both been made**

Applicants who have accepted an offer with LJMU as their firm or insurance choice, should, if possible be offered a suitable alternative course within LJMU (preferably by telephone followed up with a letter). If this is not possible, or the applicant does not want to accept the alternative, the applicant can ask UCAS to make a substitution or change their replies to accept other offers that have already been made. LJMU cannot reject or withdraw these applicants.

### **Unconditional Firm (UF)**

The applicant's agreement must be first obtained prior to a change of course once obtained use the RA transaction.

### **Unconditional Insurance (UI)**

The applicant's agreement must be first obtained prior to a change of course once obtained use the LA transaction.

### **Conditional firm (CF) or conditional insurance (CI)**

The applicant's agreement must be first obtained prior to a change of course, the last date for these 'substitutions' is 30<sup>th</sup> June.

### **Courses withdrawn after 30 June**

LJMU has a duty of care to find alternative courses for all applicants on programmes withdrawn after 30<sup>th</sup> June. The FAH must provide applicants with an alternative offer at LJMU or where this is not possible or not suitable for the applicant the FAH must help find the applicant alternative places at other HEI institutions. This is an extremely negative exercise for the applicant and impacts on the reputation of LJMU and should therefore be avoided wherever possible.

### **5.3.2 Postgraduate/Part-time programmes**

Courses should not be removed during the application cycle (within eight months of the start date), If in the exceptional circumstance a course has to be removed during the application cycle it is strongly encouraged that this is done no later than three months prior to the start

date to give applicants enough time to find an alternative programme. This recommendation includes changing the mode delivery, e.g. for part-time provision no longer provided.

Applicants must be contacted as soon as a decision is made and an alternative programme offered where possible. To ensure the best customer service this should be done by telephone, followed by a letter.

## Chapter 6 – Collaborative Admissions Processes

### 6.1 Collaborative types

To help explanations, the various Collaborative programmes have been divided into two types:

#### 6.1.1 Type 1

The decision concerning who to admit is undertaken by staff from the partner organisation.

The students could be International (non-EU) or from the EU. This type of collaborative arrangement is the most usual. Generally, the information about this type of collaborative student arrives at LJMU with the offer already made and accepted. The only requirement is to process the admissions information about each student in preparation for enrolment. This process is entirely retrospective and merges with enrolment in that module choices are entered as part of the data processing. Therefore this is not an Admissions process. The relevant Collaborative programme teams (i.e. those responsible for the administration / delivery of the programme), will need to report on the Admissions process within the Annual Monitoring process. A full breakdown of the agreed admissions process for Type 1 students can be found in Appendix A.

N.B. As part of the APP approval / University validation process for Collaborative programme, the delivering organisation will need to demonstrate that that University's Admissions Policy and Code of Practice for Admissions are being followed. The Collaborative Partnerships Team will be responsible for informing partner organisations of the minimum requirements necessary to meet the CoP, following discussions with the Quality Support office.

#### 6.1.2 Type 2

The decision whether to admit a student is undertaken by LJMU.

The students could be International (non-EU) or from the EU. The admissions role is to put the student through the standard admissions process i.e. data entry, decision making and offer making. Checks on the nature / equivalence of the qualifications offered are not necessary, because the range of prior qualifications suitable to gain admission will have been agreed by APP, as part of the APP approval / University validation process. As type 2 students undertake a true admissions process, this will need to be reported upon annually via the standard process overseen by SRA. It is the responsibility of the Faculty Admissions Lead to co-ordinate the reporting process for these types of collaborative programmes offered within their faculty. A full breakdown of the agreed admissions process for Type 2 students can be found in Appendix A.

### 6.2 Collaborative training

All collaborative partners will receive a copy of LJMU Admissions Policy and Code of Practice. Any updates will be sent at the point of approval by RPP.

Partners that make decisions will have by annual training from the Head of Admissions. If the admissions personnel change at the partner provider it is the partner's responsibility to contact the LJMU Head of Admissions for additional training.

## Chapter 7 - Applicant information

### 7.1 Data protection

The handling of all applications and personal data in both electronic and paper formats must be dealt with in accordance with the General Data Protection Regulation (GDPR) May 2018 and the LJMU Data Protection Policy <https://www.ljmu.ac.uk/about-us/data-protection> . Key requirements include:

LJMU staff responsible for processing personal data must ensure that it is kept securely to ensure unauthorised access and only disclose to those authorised to receive it.

The University has policies and procedures in regard to the security of electronically held data and staff must ensure that they read and understand these policies and procedures.

Care must be taken to ensure that PCs and terminals on which personal data is viewed are not visible to unauthorised persons, especially in public places. Screens showing personal data should not be left unattended. Staff should use the facility “lock computer” on their PC if they are absent from their desk for a short period of time, and should “log-off” for longer periods.

In the case of manual data, files containing personal data should be kept in locked storage cabinets when not in use. Procedures for booking files in and out should be used so that their movements can be tracked. Files should not be left on desks overnight.

It is the FAH’s responsibility for the safe management and storage of all applications and they should ensure that no application forms are to leave the Universities premises.

Individuals can identify a family member or friend to have Nominated Access via UCAS to oversee the progress of their application through UCAS LJMU will receive this information via SIS.

LJMU’s policy is not to discuss information with anyone other than the applicant (undergraduate and postgraduate) unless the applicant provides consent via their email address recorded on SIS.

Prior to any discussion with an applicant the AIO needs to ask relevant questions to confirm that the individual is indeed the applicant eg. confirmation of date of birth, postcode or course applied for.

Funding bodies can access individual applicant information but this must be asked for via an official route.

To ensure GDPR compliance no individuals or groups of applicants can be contacted outside the LJMU CRM system. This ensures that all communications are tracked and managed in line with GDPR regulations.

### 7.2 Freedom of Information

All requests for information will be dealt with in accordance with the LJMU Freedom of Information Policy and Procedure <https://www.ljmu.ac.uk/about-us/public-information/data-protection-and-freedom-of-information-and-public-sector-information/freedom-of-information>

which is based on the Lord Chancellor's Code of Practice on the discharge of public authorities' functions under Part 1 of the Freedom of Information Act 2000.

Subject to the exemptions in the Act, any applicant can make a request to LJMU for information. The request must be made in writing (this can include e-mails) and satisfy certain conditions listed below:

- It must state the name of the requestor
- It must provide an address for correspondence [this can be an email address]
- It must describe the information requested

Any freedom of Information request from an applicant asking for information held on them must be forwarded to the LJMU Freedom of Information Officer based in Secretariat & Records Management, contact details 0151 231 3116, [foi@ljmu.ac.uk](mailto:foi@ljmu.ac.uk). As information has to be produced for the applicant within 20 days of the request being submitted it is crucial to pass any request for information on to the Freedom of Information Officer as quickly as possible.

### **7.3 Care Leavers**

LJMU's support for students who have experienced being in care or who are estranged from their parents is unique in the UK Higher Education sector.

Applicants who highlight via the UCAS form that they are a Care Leaver will be identified by the welfare team via an SIS report at the point where the applicant becomes UF/CF. The welfare team will contact the applicant and inform them of the support that LJMU offers which includes:

- £1,000 pa bursary
- Support to find all year round student accommodation
- Dedicated member of the Welfare team to support them where necessary
- Using discretion a reduced offer of a maximum of one grade can be offered

If an applicant does not initially declare their Care Leavers status on their UCAS form or is a part-time or postgraduate applicant, the above benefits should be explained and if agreed by the individual their details passed onto the Welfare team.

Only if the applicant has given permission will the Welfare team discuss students' details with other members of staff, eg. AIOs.

### **7.4 Applicants declaring a disability**

LJMU has a positive track record of supporting all students who have both seen and unseen disabilities. It is important to communicate to applicants that declaring a disability will not affect their application unless where an external awarding body has placed a fitness to practice assessment in place eg. some NHS and TDA funded programmes.

All disabled applicants are given funding on an individual basis (Disabled Student Allowance) .LJMU does not receive a large pot of money to provide support to students and this it can take a long time for applicants to be assessed and then receive financial support. Due to the time delay it is crucial that these processes start as soon as possible. If an

applicant declares a disability to an AIO and they have not included it on their UCAS form then they must be referred to the Welfare team immediately. Disabilities include:

- Students with physical and mobility needs
- Students with speech, visual and hearing difficulties
- Students with specific learning difficulties such as Dyslexia
- Students who have mental health difficulties
- Students who have medical conditions that may impact upon their study or social lives at University (such as heart and respiratory conditions, Multiple Sclerosis, Muscular Dystrophy, ME, Diabetes, Asthma or HIV)
- Students who have Autistic Spectrum Disorder, eg. Asperger's Syndrome.

#### **7.4.1 Undergraduate**

Applicants who highlight on their UCAS form that they have a disability will be identified by the Welfare team via an SIS report at the point where the applicant becomes UF/CF. The welfare team will contact the applicant to start to put in place a support package.

#### **7.4.2 Postgraduate/Part-time programmes**

Postgraduate and part-time students are also able to access the Disabled Students Allowance and should be directed to the Welfare team for help and guidance.

The Disability staff in the Welfare team can be contacted at [disability@ljmu.ac.uk](mailto:disability@ljmu.ac.uk) or by telephone on 0151 231 3315.

### **7.5 Criminal convictions and DBS checks**

An unspent criminal conviction should not automatically prevent an individual from studying at LJMU.

A new process introduced in 2018 means that non-DBS applicants will no longer be asked if they have a unspent criminal conviction at the point of application. This will ensure GDPR compliance and remove a potential barrier for over ten million people that have a spent criminal conviction. Applicants will now only need to declare an unspent criminal conviction when they choose LJMU as their firm choice or accept their offer of study.

Applicants for DBS programmes will still be required to disclose any criminal convictions at the point of application.

The details of any applicant declaring a criminal conviction will be automatically sent to Student Governance who review the information and where necessary send a letter to the applicant asking for further details about the conviction(s). The applicant has 20 days to respond to this request. If there is no response the applicant will be rejected. If the applicant responds, the CCP will gather all relevant supporting information and the applicant's case will then be heard at the next CCP where a decision will be made by legal and subject area experts. The outcomes may be:

- Ask for further evidence
- Defer a decision to the outcome of any legal proceedings
- Recommend an alternative programme of study

- Accept the applicant
- Decline the applicant

Any final decision will ~~then be fed back to the relevant AIO to~~ be communicated to the applicant via UCAS by Student Governance directly. ~~The CCP will also write to the applicant with the outcome.~~

### 7.5.1 Criminal Convictions

All applicants are required to declare all relevant criminal convictions. An applicant, who fails to disclose a relevant offence, will result in the application being deemed as fraudulent. This will be reported to the relevant external admissions body and the application rejected for non-declaration.

### 7.5.2 Undergraduate

~~All applicants who declare a criminal conviction on their UCAS form will have this highlighted via SIS.~~ The normal selection process in the FAH should take place. ~~If the applicant meets the course requirements~~ Applicants applying for DBS programmes will be required to declare any criminal conviction on their UCAS form. Applicants for non-DBS programmes will be asked to declare any relevant unspent criminal convictions at the point they choose LJMU as their firm choice. Any applicant that declares a relevant conviction on the on-line Criminal Conviction Declaration Form will be sent to Student Governance to review.

### 7.5.3 Postgraduate/ Part-time

~~On-line application forms are sent via SIS to FAH's where any criminal convictions should be identified, and if the applicant is suitable for a place referred to the relevant CCP prior to an offer being made.~~ Applicants applying for DBS programmes will be required to declare a criminal conviction on their UCAS/ LJMU form. Applicants for non-DBS programmes will be asked to declare any relevant unspent criminal convictions at the point they accept their offer of a place on a programme. Any applicants that declare a relevant conviction on the on-line form will be automatically sent to Student Governance to process.

### 7.5.4 General programmes

~~A list of convictions that must be declared can be found on the SPR site and are in line with the Rehabilitation of Offenders Act (ROA) 1974.~~ Having a criminal conviction does not necessarily mean the applicant will not be accepted onto a course but their application will have to follow LJMU procedures.

~~The AIO dealing with the applicant should send all the details of the applicant to the central CCP team~~ Any relevant criminal convictions will be declared on the online Criminal Conviction Declaration Form by the applicant. The details will be sent to Student Governance who review the information.

### 7.5.5 Professional programmes

For programmes that have professional body guidelines there may be additional criminal convictions that may impact on applicants not being able to fulfil the course requirements eg.



holding a driving ban would not allow an applicant to successfully participate on the Paramedic programme, **these must be clearly stated on the course factfile.**

Local CCP's have been established with the guidance of the central CCP team in EHC and SCS. These CCP's have to include professional individuals from the awarding bodies to provide advice and guidance. These CCP's are all required to follow both LJMU and awarding bodies guidelines. These programmes are exempt from ROA and convictions may never be classed as 'spent'.

The outcomes, as above, will be communicated to the applicant **by Student Governance.**

### **7.5.6 CCP appeals**

All applicants who are not happy with the outcome of their CCP can challenge this decision through the Criminal Convictions Appeals Panel (CCAP). This must happen within 10 days of receiving the written decision from the CCP. There is only one central CCAP and they will consider if the decision was reasonable and procedures followed. The CCAP may:

- Amend the decision of the original CCP
- Uphold the decision of the original CCP
- Refer the case back to the CCP for reconsideration
- Defer the decision pending further information
- Reject the Appeal

Further information on the procedures can be obtained from the LJMU Student Policy and Regulation team.

## **7.6 DBS Disclosures**

Applicants applying for programmes where they will come into contact with vulnerable adults or minors (under 18) will be asked to undertake a Disclosure and Barring Service (DBS) check. If a DBS check is required it should be highlighted on the course factfile.

Applicants when offered an unconditional place will be referred to the Online Disclosure and Barring Service online form here <https://ljmu.disclosures.co.uk/enterprise/> .

LJMU use Atlantic Data Disclosures DBS service to manage all DBS checks. Applicants complete the on-line form as above and receive an ID VERIFICATION SERVICE form that they take to their nearest Post Office to be checked and processed. The applicant must pay a £11 fee for this service to the Post Office.

### **7.6.1 International students that require DBS Disclosure/ declare a criminal conviction**

International applicants that are applying for courses that require a DBS Disclosure or who have declared a criminal conviction who have been resident in the UK for less than 12 months will need to produce a translated police check/ certificate of good conduct/ ministry of Justice certificate, from their own country. Advice can be found at:

<http://www.cpni.gov.uk/advice/Personnel-security1/Overseas-criminal-record-checks/> .

If the applicant can be made an offer they must first produce the police check/ certificate of good conduct/ ministry of Justice certificate prior to being offered a place, it is the applicants responsibility to provide this.

The police check/ certificate of good conduct/ ministry of Justice certificate will then be sent to the relevant Criminal Convictions Panel to be assessed. If successful the offer can be made if not the application should be rejected.

## **7.7 The Academic Technology Approval Scheme (ATAS)**

If ATAS is required on a programme it must be stated on the relevant course factfile.

ATAS was introduced for international students studying on certain sensitive postgraduate subjects. Its aim is to help stop the spread of knowledge and skills that could be used in the proliferation of weapons of mass destruction (WMD) and their means of delivery. The requirement for ATAS is based upon a combination of the level of study and the JACS code attributed to a programme. Further details relating to ATAS requirements can be found by visiting <http://www.fco.gov.uk/en/about-us/what-we-do/services-we-deliver/atas/who-atas/> .

A visa will not be issued if a student cannot provide appropriate confirmation of ATAS clearance where the above stipulates it is a requirement.

PGR students that change courses after starting their programme may be required to apply/reapply for ATAS clearance.

Students must apply for ATAS via <http://www.fco.gov.uk/en/about-us/what-we-do/services-we-deliver/atas/apply-online/> .

## **7.8 Applicants under 18**

Applicants to LJMU are often under the age of 18 and it is therefore important that all individuals that deal with applicants that are classified as children have the correct training and disclosures.

LJMU is committed to providing an environment for minors that is safe from harm. Measures to protect applicants under 18 include:

- Mandatory Child Protection Training for admissions staff
- Providing support for parents that bring applicants to interviews and visits
- Having more than one interviewer present

Full details of LJMU's Safeguarding Policy can be found at:

<https://www.ljmu.ac.uk/~media/files/ljmu/public-information-documents/wider-information-set-documents/policy23-safeguarding-policy.pdf?la=en> .

### **7.8.1 International applicants under 18**

~~No international applicants under the age of 18 at enrolment can be admitted to study at LJMU. The IAT will not proceed with any applications where the applicant will be 18 after October in their first year of study. A SIS alert will now alert admissions staff where this will occur.~~

LJMU will only allow international students to study at LJMU with a Tier 4 student visa which can be applied for at the age of 17 but applicants must be 18 six weeks after starting their studies. It is not possible for an international student to study at LJMU with a Tier 4 child visa.

## 7.9 Fraudulent applications

It is University policy that “any student who fails to disclose a relevant criminal conviction or has been found to have been untruthful on the application form in order to get a place on a LJMU programme will be removed from the University with immediate effect.” There is no right of appeal or access to any other student rights. For further information see:

<https://www.ljmu.ac.uk/about-us/public-information/student-regulations/guidance-policy-and-process> .

### 7.9.1 Undergraduate

UCAS highlight that there is still a significant problem of applicants trying to:

- Secure a place by deception
- Secure grants, bursaries by deception
- Secure a student visa to enter the UK by deception

UCAS use the Hunter fraud detection database to identify any applicant data that is suspicious or has in the past been highlighted due to fraudulent reasons.

UCAS highlights that August onwards is the most favoured time for fraudulent applications this is why it is crucial that correct LJMU processes are followed.

In addition to the above UCAS procedures it is still important for staff processing applications throughout the cycle and even for late applications to check references, **where required**, and personal statements for any potential fraudulent applications. **No applicant can be made an unconditional offer without supporting references and a personal statement.** If any concerns are raised regarding an application:

- Initially refer to the Admissions and Marketing Lead
- If confirmed by the Admissions and Marketing Lead refer to Corporate Services

## 7.10 Recognition of Prior Learning (RPL)

The assessment of the Recognition of Prior Learning (RPL) occurs within the admissions phase and is the responsibility of the relevant admissions hub working in conjunction with the programme leader and the Faculty Recognition Group.

Course factfiles must state whether RPL is accepted or not. It is the Admissions Leads' responsibility to ensure this is included.

### 7.10.1 RPL Terminology

The term ‘**credit transfer**’ is used where the credits or qualification have been awarded by a UK higher education degree-awarding body in accordance with the relevant framework for higher education qualifications, the FHEQ. <http://www.qaa.ac.uk/publications> . For example, HNC and HNDs awarded by EdExcel and certificates awarded by AAT would come into this category.

The term '**Recognition of Prior Learning**' (RPL) is used in connection with learning that has been certificated. Prior certificated learning relates to prior learning, such as professional development awards or employment-based awards, which are at higher education level but which have not led to the award of UK credits or UK qualifications positioned on the relevant higher education qualifications framework. <http://www.qaa.ac.uk/publications> .

The term '**Recognition of Prior Experiential Learning**' (RPEL) is used in connection with informal uncertificated learning through experience, whether gained through work, voluntary activity or at home.

The term '**Recognition of Prior (Experiential) learning**' (RP(E)L) is used as an all-embracing term, covering the wide range of an individual's prior learning, whether certificated or uncertificated learning.

The term '**Advanced Standing**' is used where applicants at admission are deemed to have met the requisite outcomes to enable them to commence the programme at an advanced stage.

The term '**recognition agreement**' is an agreement that an external programme, not validated as a LJMU award, is deemed equivalent to the standard requirements for entry at a specified level to a programme at LJMU.

The term '**articulated progression route**' is used where it has been agreed at validation / review that successful completion of a programme of study, either from within LJMU or from another institution will lead onto another programme of study at LJMU at a higher level, if the student wishes to continue on the higher level study.

The process for handling a RPL request can be found here <https://www.ljmu.ac.uk/about-us/public-information/student-regulations/guidance-policy-and-process> .

If the offer is made subject to agreement by the faculty panel that approves the RPL credits this must be included in the offer.

Special consideration must be given to applicants who have already studied at the same level at LJMU. Module attempts (pass and fail) on the previous programme will be carried forward if modules are common to both programmes. In some cases this may mean that they cannot be offered a place on the new programme. In others it may mean that they have to study part-time for the first year of the new programme. It is recommended that advice is taken from the Faculty Registrar before making an offer.

## **7.11 Deferrals**

All applicants will be able to defer their application for one year only. Applicants will need to re-apply for entry into subsequent years.

## **7.12 Reapplication**

### **7.12.1 Undergraduate programmes**

Applicants may choose to reapply through clearing for a course that they had been previously rejected for earlier in the cycle. If the applicant meets all the criteria set at clearing

and is approved by the Admissions Lead there is no reason why an applicant cannot be accepted. Clearing is a sequential process so if an applicant contacts LJMU and there are no places available then the applicant cannot be considered, furthermore if an applicant does not meet an element of the required criteria they would not be able to be considered for the programme.

If an applicant has previously fully withdrawn from an undergraduate LJMU programme and now wishes to reapply for years 1, 2 or 3 they must do this through UCAS. This allows important checks to be made e.g. criminal convictions or special requirements that otherwise may be missed.

It is the Admissions Leads responsibility to decide if an applicant can be considered again if they were rejected at an interview earlier in the cycle for the same programme.

### **7.12.2 Postgraduate/Part-time programmes**

Applicants may choose to reapply in the next cycle for a course that they had been previously rejected for, or an alternative programme within the cycle. If the applicant meets all the criteria and is approved by the Admissions Lead there is no reason why an applicant cannot be accepted.

### **7.12.3 Internal information**

Internal information such as students' previous attendance and/or behaviour where appropriate can be taken into account in the re-application process.

## **7.13 Death of an applicant**

### **7.13.1 Undergraduate full-time**

UCAS will inform the Admissions Manager of the death of an applicant who will communicate this to the relevant FAH. If a FAH is informed of an applicant's death directly by family the Admissions Manager must be informed who will then pass on the details to UCAS. It is the FAH responsibility to ensure data on the student is removed from all databases to ensure no further communication is received by the family.

The Admissions Manager will also inform core teams including Welfare, Accommodation and CRM who may need to update the CRM database.

### **7.13.2 Postgraduate/Part-time programmes**

The notification of the death of an applicant may be communicated to a range of departments across LJMU. Any notification of a death must be reported to the relevant FAH who will take responsibility to ensure that all records are removed within the faculty, CRM, Accommodation and Welfare.

## **7.14 Monitoring and evaluation**

In order to ensure that LJMU's procedures for the recruitment and admission of students are implemented consistently across the University, there is a rigorous monitoring and evaluation process.

As the policy and process owner the Director of Student Recruitment & Admissions is responsible for monitoring, promoting and evaluating admissions practices across the University.

Faculty Admissions leads are tasked with ensuring that the policy and process is implemented consistently across all their programmes. This includes a requirement to report annually to the Director of Student Recruitment & Admissions on recruitment outcomes and processes.

Sharing of best practice and any issues experienced with implementing the Admissions policy and processes are discussed throughout the year through the Recruitment & Admissions Working Group, Faculty recruitment and marketing meetings and Admissions Operational Group meetings.

The Director of Student Recruitment & Admissions required to provide a formal report to the Academic Planning Panel once a year on the implementation of the Admissions Policy and processes and highlighting any issues and areas of good practice. This report is based on feedback from Faculties as well as detailing an overall institutional perspective. Recommendations are included in the report and the policy, processes and training are reviewed in light of the recommendations, sector best practice and changes in legislation. Any changes required are submitted to Academic Planning Panel for ratification.

## 7.15 Contact data

Student Recruitment & Admissions			
Director of Student Recruitment & Admissions	Carolyn Williams	<a href="mailto:c.williams@ljmu.ac.uk">c.williams@ljmu.ac.uk</a>	6378
Head of Admissions	Charlotte Harrison-Smith	<a href="mailto:c.harrison1@ljmu.ac.uk">c.harrison1@ljmu.ac.uk</a>	6379
Customer Relationship Manager	Neil Angelinetta	<a href="mailto:n.j.angelinetta@ljmu.ac.uk">n.j.angelinetta@ljmu.ac.uk</a>	6519
Course Enquiries		<a href="mailto:course@ljmu.ac.uk">course@ljmu.ac.uk</a> <a href="mailto:international@ljmu.ac.uk">international@ljmu.ac.uk</a>	5090

Faculty Admissions and Marketing Leads			
EHC	Tricia McMillan	<a href="mailto:P.McMillan@ljmu.ac.uk">P.McMillan@ljmu.ac.uk</a>	5433
SCS	Tim Sellars	<a href="mailto:t.sellars@ljmu.ac.uk">t.sellars@ljmu.ac.uk</a>	2064
TAE	Sean Cassidy	<a href="mailto:s.cassidy@ljmu.ac.uk">s.cassidy@ljmu.ac.uk</a>	2086
APS	Sarah Kelly	<a href="mailto:s.m.kelly@ljmu.ac.uk">s.m.kelly@ljmu.ac.uk</a>	5056
LBS	Sue Sutton	<a href="mailto:S.Sutton@ljmu.ac.uk">S.Sutton@ljmu.ac.uk</a>	3285

Academic Registry			
Academic Registrar	Liz McGough	<a href="mailto:E.M.McGough@ljmu.ac.uk">E.M.McGough@ljmu.ac.uk</a>	8163

International Recruitment			
Director, International Relations team	Sarah Beresford	<a href="mailto:S.L.Beresford@ljmu.ac.uk">S.L.Beresford@ljmu.ac.uk</a>	8013

Faculty Admissions Hubs		
Faculty	Phone	Email
EHC - Education	0151 231 5340	<a href="mailto:marshadmissions@ljmu.ac.uk">marshadmissions@ljmu.ac.uk</a>
EHC - Health	0151 231 5829	<a href="mailto:Healthadmissions@ljmu.ac.uk">Healthadmissions@ljmu.ac.uk</a>
SCS	0151 231 2888	<a href="mailto:ScienceAdmissions@ljmu.ac.uk">ScienceAdmissions@ljmu.ac.uk</a>
TAE	0151 231 2777	<a href="mailto:taeadmissions@ljmu.ac.uk">taeadmissions@ljmu.ac.uk</a>
LBS	0151 231 8080	<a href="mailto:busadmissions@ljmu.ac.uk">busadmissions@ljmu.ac.uk</a>
APS	0151 231 5175	<a href="mailto:apsadmissions@ljmu.ac.uk">apsadmissions@ljmu.ac.uk</a>

## 8 Appendix A

### Agreed process for Collaborative / Enterprise students (Type 2)

Step	Process	APS	LBS	EHC (IM Marsh)	EHC (Health)	SCS	FET
1.	Admission decision taken by:	Non-LJMU staff	Non-LJMU staff	Non-LJMU staff	Non-LJMU staff	Non-LJMU staff	Non-LJMU staff
2.	Information received by Hub from:	Link tutors/admin staff from external colleges.	Link tutors/admin staff from external colleges.	Link tutors/admin staff from external colleges.	Link tutors/admin staff from external colleges.	Link tutors/admin staff from external colleges.	Link tutors/admin staff from external colleges.
3.	Personal data entry into CRM and automatically into SIS, and offer acceptance recorded in CS by:	Senior Programme Administrator for Faculty liaising with Hub.	Senior Programme Administrator for Faculty liaising with Hub.	Hub	School Office Staff	Senior Programme Administrator for Faculty liaising with Hub.	School Office Staff



## Agreed process for Collaborative / Enterprise students (Type 2)

Step	Process	APS	LBS	EHC (IM Marsh)	EHC (Health)	SCS	FET
1.	Applications received by Hub from:	LJMU staff/admin staff from external colleges	LJMU staff/admin staff from external colleges	LJMU staff/admin staff from external colleges	LJMU staff/admin staff from external colleges	LJMU staff/admin staff from external colleges	LJMU staff/admin staff from external colleges
2.	Personal data entry into CRM with automatic uploading to SIS by:	Senior Programme. Administrators in School(s), liaising with Hub.	Senior Programme. Administrators in School(s), liaising with Hub.	Hub	Hub	Hub	Hub
3.	Decision taken by:	Hub / Academic Staff.	Hub / Academic Staff.	Hub / Academic Staff	Hub / Academic Staff / Ext. Advisor	Hub / Academic Staff	Hub / Academic Staff
4.	Offer recorded in SIS by:	Senior Programme Administrator for Faculty liaising with Hub.	Senior Programme Administrator for Faculty liaising with Hub.	Hub	Hub,	Hub	Hub/School
5.	Offer letter produced for all students by:	Hub, using data from SIS where study period no more than 6 months, using special template.  IAT using SIS where study period is longer than 6 months and a visa letter is required.	Hub, using data from SIS where study period no more than 6 months, using special template.  IAT using SIS where study period is longer than 6 months and a visa letter is required.	Hub, using data from SIS where study period no more than 6 months, using special template.  IAT using SIS where study period is longer than 6 months and a visa letter is required.	Hub, using data from SIS where study period no more than 6 months, using special template.  IAT using SIS where study period is longer than 6 months and a visa letter is required.	Hub, using data from SIS where study period no more than 6 months, using special template.  IAT using SIS where study period is longer than 6 months and a visa letter is required.	Hub, using data from SIS where study period no more than 6 months, using special template.  IAT using SIS where study period is longer than 6 months and a visa letter is required.