

Admissions Policy – 2017-18 Admissions Cycle

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1. Introductory Statement

Goldsmiths has a rich heritage of the highest standards of research, teaching and practice. This finds academic expression in a remarkable range of original thinking and of innovative interdisciplinary collaborations. This heritage is reflected in our mission statement that commits to

offer a transformative experience, generating knowledge and stimulating self-discovery through creative, radical and intellectually rigorous thinking and practice. Our Admissions Policy is underpinned by this mission and its strategic plan and all activities, policies and procedures are informed and motivated by its core values.

See our website for our Mission, Values and Strategy: www.gold.ac.uk/strategy.

In accordance with our Mission and core values we are committed to the principle of fair admissions and seeks to operate recruitment, selection and admissions procedures that are transparent, reliable and inclusive. In addition, Goldsmiths recognises the importance of a positive 'applicant experience' (irrespective of an eventual outcome of an application) and this policy reflects the importance of the admissions (and pre-admissions) process in the broader student experience to which it is committed. This policy is therefore informed by recommendations made by the Schwartz Report into Higher Education Admissions (2004), together with guidance from the Quality Assurance Agency's (QAA) Quality Code for HE and Supporting Professionalism in Admissions (SPA).

Goldsmiths will at all times seek to operate procedures that are fair and are in accordance with the law of the United Kingdom and includes specific compliance with legislation relating to discrimination (eg. the Equality Act 2010, Race Relations Amendment Act, Sex Discrimination and the Disability Discrimination Act etc.)

This document is intended to be publicly accessible, and sets out Goldsmiths' overarching policy on the admission of students to undergraduate, postgraduate (taught and research) and professional training programmes (such as Postgraduate Certificates in Education [PGCEs]). It is intended to outline the processes that are followed in assessing applicants and to indicate where applicants can find guidance on the specific qualities, skills and knowledge that we look for on each of our programmes and act as a resource for applicants, parents, guardians and advisors as well as staff involved in the admissions process.

This document also provides information on the authority and responsibility of all those involved in the admissions process and provides links to supplementary policies and procedures that support the process.

2. Roles and responsibilities

Responsibility for the admissions process is shared between a number of teams and individuals in both Professional Services and academic departments. Principle among these are:

- The Admissions Office
- Academic Admissions Tutors
- Academic heads of departments
- Strategic Planning Office

2.1 Ensuring consistency and implementation

Goldsmiths is committed to the principle that a 'fair admissions system should be professional in every respect and underpinned by appropriate institutional structures and processes' (Schwartz, 2004). All those involved in the selection process are therefore required to adhere to Goldsmiths' Admissions Policy, complete a compulsory training programme and annual refresher training, and will execute their responsibilities in a timely and professional manner.

The Admissions Office, in conjunction with academic departments, will provide ongoing training and will ensure those involved in admissions and selection processes are trained and have the authorisation to do so.

All staff that make admissions decisions require annual approval from the Admissions Office to commence or continue to make admissions decisions.

Responsibility for ensuring consistency in the implementation of the Admissions Policy lies with the Admissions Office in conjunction with academic heads of departments and academic Admissions Tutors.

2.2 Informing, advising and guiding

We are committed to a pro-active approach to offering information, advice and guidance. Responsibility for ensuring clear, transparent and consistent communication of our programmes and their requirements on our website, published prospectuses and on external sites (such as UCAS) lies with the Student Recruitment & Engagement department. In addition, all staff involved in the admissions process will be given sufficient training to support applicants and potential applicants in navigating and making use of this material.

We recognise the importance of face to face advice and the value of visiting a potential place of study. Goldsmiths therefore commits to attending regular recruitment events at which potential applicants can meet experienced and knowledgeable staff who are actively and regularly involved in the admissions process and who can properly assist applicants in choosing a place of study. In addition Goldsmiths will arrange regular events on its own campus and will include Open Days, Applicant Days and Campus Tours which are published on our website.

The International Recruitment and Student Mobility team works with a network of agents in key recruitment markets. They are subject to vetting, references and interview prior to being appointed, and contractually obliged to take part in a training schedule throughout the recruitment cycle. Contracts are maintained and reviewed by the International Recruitment Managers.

Responsibility for organising and coordinating on-site events and arranging attendance at off-site recruitment fairs lies with the Student Recruitment & Engagement department. Responsibility for attending recruitment and outreach events (both on and off-site) lies with all staff involved in the application process with academic heads of departments ensuring their own department is adequately represented.

Full details on the information, advice and guidance activities undertaken by the Student Recruitment & Engagement department, including details on Open Days, Campus Tours and Applicant Days can be found in our supplementary document *The Applicant Journey: Roles and Responsibilities*.

2.3 Setting entry requirements

Minimum entry requirements, both academic and non-academic (including competence in English language), for entry to Goldsmiths will be reviewed annually by Learning, Teaching & Enhancement Committee in advance of the publication of promotional material for the subsequent year's intake. These entry requirements will reflect Goldsmiths' commitment to ensuring fair access and assessing a student's ability to succeed on their chosen programme of study while seeking to enrich the community of the institution with those who are best placed to contribute to its intellectual life.

In addition, requirements that reflect the qualities, skills and knowledge required for specific programmes (or groups of programmes) are determined by the academic Admissions Tutor and academic Heads of Departments in consultation with the Admissions Office.

Responsibility for monitoring requirements and ensuring that entry requirements assist in identifying those most able to succeed on a given programme lies with the academic Heads of Departments and the Admissions Tutor(s).

2.4 Decision making

Goldsmiths is committed to providing a professional admissions operation in order to provide the best service to applicants. For this reason we operate a centralised admissions process for a number of our undergraduate and postgraduate degree programmes. The consideration of individual applications for centralised programmes normally takes place in the Admissions Office, where specialist admissions staff review the application on the basis of achieved and predicted qualifications, alongside the personal statement, reference and other relevant information. Academic Admissions Tutors within the academic departments are responsible for agreeing the entry criteria and selection processes for each of their programmes of study. Where the applicant has non-standard qualifications or on occasions where the applicant narrowly misses the qualifications for the standard offer for a programme, the application may be referred to the Admissions Tutor for consideration.

Applications for specialist undergraduate and postgraduate programmes where selection is based upon a portfolio submission or audition, will be considered by the Academic department and Admissions Tutor.

The Admissions Office has sole responsibility for communicating any and all decisions to the applicant, either via UCAS or directly by letter or email.

Full details of our interview and selection process can be found in the supplementary procedure document: *How We Make Decisions*.

3. Review, implementation and monitoring

Responsibility for the institution's Admissions Policy, its implementation, review and approval lies with the Head of Recruitment and Admissions, reporting to the Learning, Teaching and Enhancement Committee. The terms of reference of the committee include maintaining oversight of the admissions process across the institution, ensuring that it conforms to institutional guidelines, and to annually review the Admissions Policy and make recommendations as appropriate to the relevant committee or body within the institution.

Responsibility for monitoring and ensuring the consistent implementation of the Admissions Policy lies with the Admissions Office in conjunction with academic departments and Admissions Tutors.

The Admissions Policy will be reviewed annually by the Head of Recruitment and Admissions in consultation with academic departments and representatives from the student body. Amendments will be made according to recommendations to ensure a transparent, fair and consistent Admissions Process. The Admissions Policy will be approved annually by the Learning, Teaching and Enhancement Committee.

4. Related policies and procedure documents

4.1 Goldsmiths Mission and Strategic Aims – www.gold.ac.uk/strategy

4.2 The Applicant Journey: *Roles and Responsibilities*

4.3 The Applicant Journey: *How We Make Decisions*

4.4 Criminal Declarations by Applicants Policy and Procedure

4.5 Goldsmiths Access Agreement (2016-17 and 2017-18)

<https://www.offa.org.uk/access-agreements/>

5. The application process

5.1 Information, advice and guidance

Goldsmiths is committed to the provision of high quality information, advice and guidance (IAG) on the institution, its programmes of study, and range of opportunities it offers. Such provision is essential in enabling prospective students to make informed decisions about what and where they study, and is therefore central to our commitment to offering a positive applicant and student experience. Furthermore, Goldsmiths is committed to providing information, advice and guidance that is attentive to the specific and diverse needs of individual student groups and that ensures the equality of educational opportunity and supports the recruitment of students from all backgrounds and experiences.

To this end, Goldsmiths' recruitment and admissions functions offer a broad range of approaches through which they can assist prospective students in their transition to university.

Full details on the information, advice and guidance activities undertaken by the Recruitment team and Admissions Office, including details on Open Days, Campus Tours and Applicant Days can be found in our supplementary document *The Applicant Journey: Roles and Responsibilities*.

5.2 Application and assessment

5.2.1 Making an application

Applications to all full-time undergraduate degree programmes should be made via the Universities & Colleges Admissions Service (UCAS).

Applications for part-time undergraduate study are made directly to Goldsmiths using the MyGoldsmiths online application service.

Applications to postgraduate programmes are made directly to Goldsmiths using the MyGoldsmiths online application service (with the exception of postgraduate programmes in Social Work, which are made via UCAS).

Applications to the Postgraduate Certificate in Education (PGCE) and School Direct training programmes should be submitted via UCAS Teacher Training (UTT).

Only fully complete applications containing all requested information and (where required) supporting evidence will be considered. Incomplete applications may delay consideration or lead to the withdrawal of the application from the process.

5.2.2 Applications for multiple programmes

Both UCAS and MyGoldsmiths online application system allow for applicants to apply to multiple programmes concurrently. Goldsmiths welcomes applications for multiple programmes and commits to assess these on the basis of standard academic and non-academic selection criteria alone; the applicant's decision to apply to more than one programme will never in itself inform a selection decision. It should be noted, however, that personal statements are considered carefully and an applicant's commitment and rationale for a given programme *will* often prove significant in the selection process and for this reason applying to multiple programmes while retaining the same statement may impact upon a decision. Applicants who are unsure about their choices are always encouraged to contact the Admissions Office to discuss their options.

Goldsmiths does not permit applicants to firmly accept more than one offer. If an applicant receives more than one offer for an undergraduate programme they will be expected to identify their 'firm' or 'insurance' choice. For postgraduate programmes

applicants will be expected to make one 'firm' reply, declining any other offers from Goldsmiths.

5.2.3 Applications for inbound exchange, Erasmus+ and Study Abroad

Applications for inbound students to study on undergraduate and postgraduate programmes at Goldsmiths are made directly to us. In some cases this is made following the successful nomination from partner universities and organisations under the terms of inter-institutional agreements and contracts.

5.2.4 How applications are assessed

Decisions regarding admission to all programmes of study at Goldsmiths are made by fully trained, professional staff according to established entry criteria, applied uniformly and consistently, ensuring equal consideration of all applications received prior to any published deadlines.

Goldsmiths will normally attempt to make its decision and communicate this to the applicant within 28 days of receiving the application, although applications to popular programmes and applications received at busy periods may take longer to consider. In such circumstances or where interview, audition or a 'gathered field' approach to selection may delay a decision applicants will be kept notified and provided with an approximate date of the decision.

Goldsmiths Admissions Policy is underpinned by our Mission and Values, which commit to achieving academic excellence, radical and innovative thinking as well as promoting access and diversity. Goldsmiths therefore seeks to admit students who will benefit from studying at the institution and who will enrich its community. We therefore endeavour to provide opportunities to all those with the potential to succeed at their chosen level of study.

Applications are ordinarily considered on the basis of previous or predicted academic achievement, but because we believe in treating applicants as individuals, admissions staff may look at a range of factors, both academic and non-academic, in assessing an applicant's merit and potential. We will therefore also consider evidence of an applicant's potential as indicated in the personal statement, and one academic or professional reference. Admissions staff will look for a range of factors, which may include: previous academic performance; prior experiential learning; current courses of study (including non-assessed courses); quality of written work (as evidenced in a personal statement or sample essays); and assessment by referees. In addition, some programmes may assess applicants on the basis of information not available on the application form, including interviews, an assessment of a portfolio, the submission of writing samples and/or a written test.

Our selection procedures are intended to provide opportunities to applicants and not present barriers to entry and for this reason we publish information, advice and guidance on many aspects of the application process (including on writing personal statements and attending interview) on our website: www.gold.ac.uk/schools-and-colleges.

We publish details of all entry requirements (including details of when a portfolio may be requested or interview offered) on our website. In addition, an 'Admissions Statement' is available on request for each programme (or group of programmes) that details the entry requirements and selection procedures that will be followed.

5.2.5 Entry criteria, minimum requirements and typical offers

Minimum entry requirements, both academic and non-academic (including competence in English Language), for entry to Goldsmiths are reviewed each year by the Learning,

Teaching and Enhancement Committee, and reflect our commitment to ensuring fair access.

In addition, requirements that reflect the qualities, skills and knowledge required for specific programmes (or groups of programmes) are determined by the academic Admissions Tutor and Head of Department in consultation with the Admissions Office.

Academic departments can set entry requirements that are higher than those set by Learning, Teaching & Enhancement Committee for general entry but not below, in consultation with the Admissions Office. The responsibility for monitoring requirements and ensuring entry requirements assist in identifying those most able to succeed on a given programme lies with the Head of Department and the Admissions Tutor(s), in consultation with the Head of Recruitment and Admissions.

In principle we consider any qualification at a suitable academic level (for undergraduate level this is identified as Level 3 or above in the National Qualifications Framework for England, Wales and Northern Ireland or its equivalent in the Scottish Credit and Qualifications Framework). We work closely with professional advisory bodies in order to determine the equivalency of other UK, European and international qualifications and publish details of equivalent entry requirements on our website.

Goldsmiths welcomes applications for postgraduate taught programmes from appropriately qualified applicants, having normally achieved at least a second class honours degree (or equivalent qualification).

Entry criteria for each programme will be published on the programme's webpages and will include details of academic requirements (such as qualifications, including details of any preferred subjects), as well as details of any additional selection methods that might be used (for example, an interview, audition or the submission of a portfolio). Where appropriate additional guidance on non-academic requirements (such as advice on attending an interview or preparing a portfolio) will be made available via the programme's webpages as well as on our general website, here: www.gold.ac.uk/schools-and-colleges.

'Typical offers' on our website, in our printed prospectuses and on the UCAS website are published in order to provide an indication of a normal offer range. While we will not ordinarily make an offer higher than that published we do recognise additional experiential learning and take account of an applicant's individual circumstances and an actual offer may occasionally differ from that published.

5.2.6 English language proficiency

Applicants must be competent in English language. Applicants will be required to achieve one of a number of English language qualifications intended for academic purposes approved by Goldsmiths. The level required will be dependent on the programme of study to be undertaken, and will be published in the prospectus or on the website. English Language certificates must be verifiable through an online service (e.g. IELTS) or else must be provided as an original certificate. English language certificates will not be accepted if they are more than two years old. The English language requirement can also be satisfied with a GCE A-level in English Language, or an equivalent qualification completed not more than three years before the date of application. Completion of a qualification that is wholly taught in English and that is equivalent to at least a GCE A-level and that includes a significant written component can also be accepted as meeting this requirement.

Full details on our English language proficiency requirements can be found on our website:

Undergraduate: www.gold.ac.uk/ug/apply/english-language

Postgraduate: www.gold.ac.uk/pg/apply/english-language

5.2.7 Recognition of Prior Learning (RPL)

RPL is a process that enables students to receive formal recognition for skills and knowledge already gained that have not been previously assessed or awarded credit. Goldsmiths welcomes applications (particularly from mature students) from those who may be eligible to be exempt from having to complete all modules of a programme in order to be awarded a degree where life skills can be used to demonstrate appropriate level of skill and knowledge. RPL allows students to have that learning assessed and included within their degree.

5.2.8 Applications for advanced standing and for entry into Year 2 or Year 3

Goldsmiths will consider applications on their individual merits for direct entry into the second year of certain undergraduate degree programmes, where applicants have completed, or are due to complete, a year (or more) of study on a relevant programme. We will not consider such applications for some programmes and this will be made clear in the relevant programme details on the website, in its prospectus or via the UCAS Entry Profile. Entry into the third year will usually only be considered in exceptional circumstances, unless there is an approved institutional articulation agreement in place.

Applicants are required to submit an application via UCAS in order to be considered, and this must include the following information in order to assess suitability (if not already included within the application it should be sent under separate cover to the Admissions Office):

- A recent transcript outlining all modules, courses and assignments completed or being taken as part of the current programme of study
- A predicted grade / classification from a current tutor, preferably as part of a written academic reference
- A list of all academic and other relevant achievements to date
- A statement of intent, with reasons for requesting entry to Goldsmiths

Once this information has been received, Admissions staff will endeavour to make a timely decision as to whether an offer of a place for the second (or subsequent) year of entry can be made. Where courses or modules previously taken do not satisfactorily match the core components of the first year at Goldsmiths, an offer for entry into our first year may be made.

5.2.9 Contextualised admissions

We recognise that applicants have differing backgrounds and experience and that they do not all have an equal opportunity to demonstrate their potential. We aim to set academic achievement in context through the consideration of a range of factors. If you are a UK applicant under the age of 25, Goldsmiths may use contextual information alongside applications in order to build up a full and rounded view of an applicant's achievement and potential. This additional information is considered by admissions decision-makers alongside the UCAS form. No decisions will be made on the basis of this information alone and applicants must meet our standard academic criteria to be considered for entry.

For more details see the supplementary policy document 'Use of Contextual Data'

5.2.10 Progression agreements and partner schools

As part of our commitment to widening access, Goldsmiths has entered into a number of progression agreements with local Further Education institutions and schools.

Details of our existing partnership and progression agreements can be found on our website: www.gold.ac.uk/schools-and-colleges

In addition, Goldsmiths offers a number of Integrated degrees that include a year of study at foundation level (HE Level 0) within the departments of Anthropology, Computing, English, History, Media & Communications and Psychology, leading to direct entry onto the first year of the corresponding Bachelor degree, providing that students have attained the required level of achievement for progression.

5.2.11 Realising Opportunities & Goldsmiths Progression Scheme

Goldsmiths is a partner institution in the Realising Opportunities (RO) project, a unique collaboration of 14 leading universities who work together to promote fair access and social mobility of students from under-represented groups. The project aims to give targeted students the opportunity to participate in aspiration-raising and enrichment activities, increasing their ability to apply to and gain entry to leading institutions in the country, make informed choices about their higher education options and learn more about the benefits of studying at a world-class institution and develop skills required to be successful in a research-intensive university.

Goldsmiths Progression Scheme (GPS) is designed to give students from the local area a range of activities and experiences that will challenge them academically and support progression towards higher education.

Applicants who are part of the RO project or GPS are entitled to an 'alternative offer', which will typically be two A-level grades lower than the published 'indicative offer' for the chosen programme.

More details on the RO project can be found on our website: www.gold.ac.uk/schools-and-colleges/realisingopportunities

And on the RO website: www.realisingopportunities.ac.uk.

More details on the GPS can be found on our website: www.gold.ac.uk/gps

5.2.12 Interviews and auditions

Where applicants are to be interviewed, this requirement, as well as details on the conduct of the interview and any necessary preparation, will be clearly articulated in advance. Where programmes include interviews as part of their selection process this will be indicated on the relevant webpage. Goldsmiths will endeavour to provide applicants with at least 14 days' notice of the interview date and will, where possible, offer alternative dates or types of interview (for example a telephone or Skype interview). Applicants will also be invited to provide details prior to the interview of any medical, special educational or cultural needs that should be taken into consideration.

In line with Goldsmiths' commitment to operating an admissions process that is fair, transparent and inclusive we have produced an interviews guide. This can be found on our website: www.gold.ac.uk/schools-and-colleges/interviews. Full details of our interview and selection process can be found in the supplementary procedure document: *How We Make Decisions*.

5.2.13 Portfolios and written work

Some programmes at Goldsmiths include the assessment of additional material as part of the selection process, for example the consideration of written work, a creative portfolio or a show-reel. Additional material may be requested as part of the initial application or requested at a later date following a short-listing process. Where the selection process includes the consideration of additional material this information will be published on the individual programme's web-pages. In line with Goldsmiths' commitment to operating an admissions process that is fair, transparent and inclusive we will, where possible, provide advice and guidance on how the material will be assessed, and how an applicant might choose to present their creative material.

We have produced a guide for applicants that can be found on our website:
www.gold.ac.uk/schools-and-colleges/creatingaportfolio.

Full details of our interview and selection process can be found in the supplementary procedure document: *How We Make Decisions*.

5.2.14 Admissions tests

For popular programmes admissions tests may be used as part of the selection process. Admissions tests will normally be written tests that are timed and unseen and may be either paper based or conducted online. Where an admissions test will form part of the selection process this will be indicated on the programme's webpages. Admissions tests will normally be held at Goldsmiths and applicants will be formally invited by letter or email and will be provided with details on the format of the test along with any necessary preparation. We will endeavour to provide applicants with at least 14 days' notice of the test date.

Full details of our selection process can be found in the supplementary procedure document: *How We Make Decisions*.

5.3 Decision making and offers

Decisions will normally be made and communicated to applicants within 28 days of receiving the application. In circumstances where interview, audition or a 'gathered' field approach to selection may delay a decision applicants will be kept notified and provided with an approximate date of the decision.

In some cases where Goldsmiths is unable to make an offer for an applicant's programme choice, an offer for an alternative programme may be made.

When successful, the conditions of an offer (if any) will be clearly communicated to the applicant, and where necessary will be supplemented with explanatory text. Any additional requirements of acceptance will be clearly communicated at the time of offer. Goldsmiths commits to setting conditions that are clear and achievable (based upon information provided in the application form), and to communicating these to the applicant within seven days of an initial offer being recorded with UCAS or the online application system.

From 2017 entry Goldsmiths will operate a guaranteed unconditional offer scheme for some undergraduate applicants. This scheme will allow well qualified, high quality applicants the security of a guaranteed place at Goldsmiths no matter what their eventual grades. To be eligible the applicant must be predicted to exceed the normal offer requirement and have achieved highly in any previously achieved qualifications. Initially all applicants will be made a standard conditional offer, offer holders will then be selected according to academic eligibility criteria set by the relevant department. Selected offer holders will be informed that their offer will automatically be made unconditional if they firmly accept the offer from Goldsmiths. Applicants who are not eligible for the scheme will receive a guarantee that their

place will be confirmed (made unconditional) if they achieve no more than one grade below the conditions of their offer and select Goldsmiths as their firm choice.

Full details of our interview and selection process can be found in the supplementary procedure document: *How We Make Decisions*.

5.4 Deposits

Some programmes that are in high demand may require the payment of a deposit in order to formally secure an offer of place. Deposits are normally only required for postgraduate programmes and will only ever be requested after an offer has been made. We do not charge for the initial application. Applicants through UCAS make an application payment to UCAS. Payment of a tuition fee deposit indicates that an offer holder definitely intends to take up their place and is treated as non-refundable but will be deducted from the overall tuition fee when the remainder of the fee is paid or an instalment arrangement is set up. The amount of the deposit will vary depending upon the programme and the amount will be published on the individual programme webpage.

5.5 Meeting offer conditions, confirmation, clearing and adjustment

Goldsmiths will confirm an applicant's place on a programme when they have met all the conditions set out in their offer and within the stated timescale. For postgraduate programmes, and for undergraduate programmes where applicants present qualifications other than A-levels (and any other qualifications published under the UCAS embargo), this will take place following the applicant's submission of evidence that all conditions have been met. For undergraduate programmes where applicants are taking A-levels confirmation will normally take place following the end of the UCAS embargo period, on A-level 'results day'. Where results are embargoed no confirmation decision will be relayed to an applicant without confirmation that the applicant has received their results.

Undergraduate programmes that have the capacity to continue recruiting students following the confirmation of results may choose to enter Adjustment and Clearing. Programmes with available places will be advertised and the entry criteria published.

More details on available programmes and the adjustment and clearing process can be found on our website: www.gold.ac.uk/clearing.

5.6 Deferred entry

Goldsmiths recognises the advantages that some undergraduate students can gain from a 'gap year', and therefore welcomes applications for admission for the following year. We also understand that an applicant's personal circumstances may necessitate a change to his or her intended year of entry. Admissions staff will consider deferred applications using the same selection process as for applicants for the current year. We will normally only defer an offer of a place for one year. Applicants wishing to defer a place for a second year will be required to submit a new application. Postgraduate students wishing to defer a place should make the request to the Admissions Office who will confirm this with the relevant Admissions Tutor.

5.7 Transition and enrolment

Goldsmiths is committed to offering an excellent student experience of which the application process is considered to be an integral part. We also recognise that the transition from applicant, to offer holder, to student can often be confusing as different teams with different responsibilities necessarily work together to achieve a single goal. In order to aid in this transition period, Goldsmiths is investing in new approaches to harmonise how we stay in contact with applicants, offer holders and in-coming students. Goldsmiths has introduced a

comprehensive transition programme and offers information, advice and guidance in a wide range of formats, including letters, printed offer guides, email newsletters and web-based material. In addition we run several offer-holder events throughout the spring term that allow offer-holders, their parents, guardians and advisors to visit Goldsmiths and attend sample lectures, meet academic staff and speak with current students. During the summer months we will send all successful applicants confirmation of their place on the programme, as well as enrolment information providing details concerning induction, enrolment and welcome week activities to help them settle in during the first few weeks of term. This information may be sent in hard copy or by email. The information will also be made available on the website: www.gold.ac.uk/welcome.

5.8 Bursaries and scholarships

Goldsmiths annually awards a number of scholarships based on academic merit and bursaries that recognize additional need. These awards are competitive and, in addition to the standard information provided in the application, will require students to submit supplementary evidence for consideration. The application process is managed online through the MyGoldsmiths system. Clear deadline dates are identified and communicated to applicants. Decisions on the awarding of these scholarships will be made by the Goldsmiths Scholarships and Bursary panel. Decisions on the outcome of the process will be communicated to successful recipients within seven days of the panel meeting. Full details of the scholarships and bursaries available can be found on the website: www.gold.ac.uk/fees-funding.

5.9 Documentation verification and fraud

Goldsmiths expects that an applicant will, in line with the UCAS regulations where applicable, provide full and accurate information in order to be considered for admission. Full-time undergraduate applicants suspected of submitting, or found to have submitted, false information will be referred to UCAS. In the case of international applicants, details may also be passed to the United Kingdom Visas and Immigration.

Undergraduate applicants who have been identified by the UCAS Similarity Detection Service will be contacted by Goldsmiths and afforded the opportunity to explain any similarity in their application. At the discretion of the Admissions Officer and Admissions Tutor applicants may be invited to submit a new and original personal statement.

Goldsmiths reserves the right to withdraw an offer of a place and/or cancel an enrolment if fraud is discovered following an applicant receiving an offer.

6. Feedback on Applications

Goldsmiths recognises the need to respond to an applicant's request for information as to why their application was deemed unsuccessful. The Admissions Office will provide feedback on an individual basis in response to receiving a formal request from the applicant within 28 days of the request. Feedback will be only be provided in writing. Feedback requests should be emailed to applicant-feedback@gold.ac.uk and include your full name, and programme title. In line with Data Protection policies, feedback will not be provided to anyone other than the applicant or their nominated person. Feedback will usually be sent via email to the email address the applicant has provided on their application form.

UCAS has now implemented an online electronic feedback system that enables Higher Education Institutions to provide feedback to all unsuccessful applicants via the standard UCAS transactions, and Goldsmiths routinely uses institution specific codes, relating to key entry criteria, within reject (and withdrawal) decisions. Unsuccessful undergraduate applicants should, therefore, receive preliminary feedback via UCAS Track.

Any applicants wishing to appeal against a decision in light of their feedback should refer to the complaints procedure.

7. Policies and Procedures specific to particular applicant groups

7.1 Applicants under the age of 18

Goldsmiths has a duty of care towards all its students and staff. In the case of students who are under the age of 18 years, this duty is enhanced, as such students are considered to be children in terms of UK law. In order to ensure that its duty of care towards such students is properly fulfilled, Goldsmiths recognises the importance of collecting and maintaining emergency contact information, and of obtaining authorisation to act *in loco parentis* in some limited circumstances for such students.

Goldsmiths full policy on the admission of students under the age of 18 can be found in the supplementary procedural document: *Arrangements for the Admission of Applicants under the Age of Eighteen Years*.

7.2 Mature applicants

Goldsmiths is committed to life-long learning, and has a highly diverse student population, with almost half its students being classified as mature (over 21 for undergraduate study and over 25 for postgraduate study). While recognising the commitment and dedication that mature students bring to university life, Goldsmiths is aware that many mature students face additional challenges in balancing their studies with family or work commitments. The Student Services department offer a range of services that may be helpful to mature students, while tutors and other staff will endeavour to be flexible and understanding in order to allow mature students to maximise their opportunities while studying at Goldsmiths.

Mature students may not necessarily require the same formal academic qualifications as other applicants (although for some programmes such as PGCEs, entry requirements are in part determined by external bodies, e.g., the National College for Teaching & Leadership). For details on the recognition of prior learning please see 5.2.6.

7.3 Care leavers

Goldsmiths is committed to widening access to care leavers. We define a care leaver as a young person (aged 16-25) who has been in the care of local authorities for a period of 13 weeks or more. We have pledged to give extra consideration to those students who self-identify as care leavers in their UCAS application. We will also contact all care leavers who have been made offers to ensure they are aware of the range of support that we can provide.

Further information can be found on our website: www.gold.ac.uk/care-leavers

7.4 Applicants with disabilities or specific learning needs

Goldsmiths welcomes applications from disabled students, which includes those with specific learning difficulties and long-term health conditions, and is committed to a policy that allows, as far as possible, for equality of opportunity and access to higher education. No discrimination on account of disability shall be shown against any person in determining whether or not they shall be admitted to Goldsmiths and we recognise the need, under the terms of the Equalities Act 2010, to make reasonable adjustments throughout the admissions process to accommodate the needs of any applicant who has declared a disability.

Applicants will be provided the opportunity throughout the admissions process to request reasonable adjustments, which can include, but are not limited to: additional time in

admissions tests; an accessible interview space; the provision of a BSL interpreter at interview; and extra consideration of factors that may have impacted upon prior academic performance.

Goldsmiths welcomes visits from its applicants and encourages its students with disabilities to contact the Inclusion and Learning Support Team at the earliest opportunity to discuss any requirements in more detail. We can also arrange tours of Goldsmiths with experienced staff to discuss access issues.

See www.gold.ac.uk/disability for further details on Goldsmiths policies relating to disability.

7.5 Applicants declaring criminal convictions

Goldsmiths has a duty to ensure the safety of its student and staff community. The application process requires applicants to disclose relevant unspent convictions. For certain programmes, involving interaction with children and/or vulnerable adults, applicants must disclose all convictions, including cautions, reprimands, final warnings, bind-over orders and spent convictions. Applications from applicants with declared criminal convictions will be assessed in the first instance on the basis of standard academic and non-academic selection criteria. If it is recommended that an offer be made, further investigation of the relevance of the criminal conviction(s) will be carried out before the final decision is made. Goldsmiths' *Criminal Declarations by Applicants Policy (CDAP)* establishes the process by which applications from individuals who have declared criminal declaration are handled by the institution.

7.6 International applicants

Goldsmiths welcomes applications from prospective students from outside of the UK. These students will be considered using the standard processes for application consideration. We will consider the equivalency of international qualifications using the UK NARIC framework and other information sources and full training is provided to Admissions Office staff in assessing qualification on equivalency. International applicants who have completed qualifications in a language other than English will have to prove their English language proficiency. Details for this can be found in section 5.2. of this policy. Many students will be subject to additional process requirements and minimum English language requirements as a result of immigration policies and procedures.

8. Changes to and discontinuation of programmes

The Admissions Office will notify applicants as soon as possible if there is a significant change to a programme of study after the receipt of application. Significant changes may include:

- Substantial changes to the content of the programme applied for;
- Changes regarding the status of the programme (e.g. validation by a professional or statutory body);
- Discontinuation of a programme of study.

More information can be found here: www.gold.ac.uk/quality/prog-closure.

9. Appeals and complaints

Goldsmiths is committed to providing a fair and efficient admissions service, and encourages applicants to inform the institution of any difficulties encountered during the admissions process in order that procedures can be regularly reviewed and improved. It is hoped, therefore, that most queries and complaints can be resolved informally, but where this is not possible, applicants are advised to follow the complaints procedure outlined below.

A complaint is defined as a statement of dissatisfaction with the manner in which an application has been handled in relation to the institution's admissions policies and procedures. The reasons for such a complaint will include administrative error, the behaviour of a member of Goldsmiths staff, the conduct of an interview (where applicable) or the result of a fee classification. Whilst we will routinely consider all complaints that relate to the administration of an application, we will not consider appeals based on dissatisfaction with the academic judgement underpinning a decision made on an application.

A complaint should be lodged as close as possible to the point at which it arises and always within 14 days of the relevant activity. In the first instance, the complaint should be referred to the Deputy Head of Admissions. Applicants can normally expect a response within 14 days. It is anticipated that it will be possible to resolve the majority of complaints in this way.

If the applicant remains dissatisfied, within 14 days they should refer the matter to the Head of Admissions and Recruitment, giving full details of the case, including the nature of the complaint, any relevant documentation, the dates and details of any previous unsuccessful attempts at resolution, and an indication of what reasonable steps should be taken to resolve the complaint. Applicants can normally expect an acknowledgement of the complaint within seven days, and a communication of the outcome within 21 days. The Head of Admissions and Recruitment will then conduct a full investigation, with reference to academic and administrative colleagues, including the relevant Head of Department or appointed nominee where applicable. The Head of Admissions and Recruitment will make a record of the proceedings and, having ensured that the complaints procedure has been fully adhered to and the investigation has been carried out satisfactorily, will then decide whether the complaint will be upheld or dismissed.

If the applicant remains dissatisfied then they should refer the matter to the Director of Marketing and Student Recruitment within 14 days to assess cases at an institutional level. A meeting will be arranged with the relevant members of staff and, following this, a decision will be reached regarding the complaint and the applicant notified of this in writing. The decision reached by the Director of Marketing and Student Recruitment is final.