

## Document

Document Name	Admissions Policy
Responsible Owner	Navitas UPE Compliance
Issue Date	September 2023
Brief Description of Policy	This document sets out our policy for admission and entry to the college's undergraduate and taught postgraduate applicants.

## Version Control

Date	Version	Summary of Changes	Approver
2020	V1 2020/21	<ul style="list-style-type: none"> <li>Changes incorporated in response to the new Student Visa Route</li> <li>Changes to improve clarity and understanding</li> </ul>	Head of Compliance
September 2023	23_01	<ul style="list-style-type: none"> <li>Changes included in line with other relevant UPE policies and processes to ensure alignment</li> <li>Changes made to the format</li> </ul>	Head of Compliance Director of Operations

## Key Related Documents

Name	Location
QS10 Student Complaints and Academic Appeals Form	College Website
QS14 The Student Protection Plan	College Website
M04 Terms and Conditions	College Website

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## Introduction

This document sets out our policy for admission and entry to college applicants who intend to advance to undergraduate studies after successfully completing the Foundation programme, as well as college applicants who aim to advance to undergraduate or postgraduate studies after successfully completing the English Academic Preparation programme.

There is a number of documents and processes that are linked directly to this policy, however because of the variation across the group and the requirement for flexibility due to the changing nature of the regulatory framework, these documents sit outside the policy [see the appendices below for details of these documents] and they can be found on the website.

## Principles of Admission

The admission of individual applicants for the Foundation programme is at the discretion of the College with entry levels and other requirements agreed in collaboration with the partner University. The admission of individual applicants for the English Academic Preparation programme is at the discretion of the Partner University with entry levels.

In exercising this discretion, the College and/or Admissions and Recruitment Team will abide by the following principles set out below.

There should be a reasonable expectation that any person admitted to a course of study has the potential to achieve the standard prescribed in the 'progression criteria' at each stage of that pathway. Further, that there should be reasonable expectation that such persons are able to fulfil the objectives of the degree award.

Where applicants do not directly meet normal stated entry criteria or where there are regulatory, immigratory or other requirements to consider, the College Admissions Team reserves the right to review such applications as 'Non-standard' as outlined within this policy.

When considering each individual applicant for admission to a course, in addition to the entry criteria, evidence may be sought as to the applicant's personal, professional and educational experiences that provide indications of his or her ability to meet the demands and inherent benefits of the pathway.

The College will endeavour to ensure that no applicant is discriminated on the grounds of race, colour, nationality, ethnic or national origin, marital status, disability, age, gender, sexuality, political or religious beliefs. To this end, the College, in association with the partner university, ensures that the criteria and procedures used for selecting students are valid, fair and transparent, applied consistently for each course and in no way unjustly disadvantage any applicants. The College will consider all applications in accordance with The Equality Act, 2010 and all associated guidance.

The College reserves the right to consider in greater detail, applications from persons who have a criminal record in either the UK, in their country of origin or elsewhere.

When making an offer in response to an application and having due regard to all entry requirements (academic and otherwise), any such offer will typically be for the entire graduate degree assuming successful completion of the Foundation year offered by the College, and any such offer will typically be for the entire undergraduate or postgraduate degree, assuming successful completion of the English Academic Preparation programme offered by the College.

## Code of Ethics

All Navitas agents, Navitas UPE representatives and College staff, when considering applicants for entry into the Netherlands, must adhere to the Dutch Code of Conduct International Student Higher Education as laid down by the National Commission / Gedragscode Hoger Onderwijs and these can be found on their website: [www.internationalstudy.nl](http://www.internationalstudy.nl)

The College ensures that the following standards are applied at all times to the recruitment and application processes.

All staff act in the best interests of the applicant and the financial sponsors of students, while respecting College, Navitas and institutional policies and regulations, statutory and legal requirements. The Source Country Office (SCO) Staff and College Marketing and Admission Teams recognise the power of influence that comes with their position and committed to using it ethically and responsibly. Inappropriate use or influence includes but is not limited to:

- Providing false or misleading information to applicants or the representatives to gain a competitive advantage
- Exploiting personal relationships or connections to unfairly influence an applicant's admissions decision
- Failing to disclose potential conflicts of interest that may compromise the impartiality of the admission process

The Director of Marketing and Admissions (DMA) for the College and the College Director/Principal (CDP) are responsible for monitoring adherence to these ethical standards and promptly addressing any concerns or violations. It is essential that all staff members exercise their influence judiciously and, in a manner, consistent with the best interests of the applicants and the College.

All College Admissions staff and authorised representatives recognise their areas of competence, education, training and experience and recognise the boundaries of their qualifications and competence, making appropriate referrals when situations fall outside them, specifically by referring 'Non-standard' applications. The College Director/Principal (CDP) and Director of Marketing and Admissions are responsible for assuring that this standard is met.

CDPs and the DMAs shall proactively stay informed about current developments in recruitment practices, changes in legislation, and relevant policies and procedures related to admissions. Any proposed changes to the recruitment and application processes, policies, or procedures shall be communicated by the CDP and DMA to the UPE Compliance Team and University Partner compliance equivalent before implementation. This allows for a thorough review of the proposed changes to ensure they align with legal requirements and best practices. The CDP and DMA shall collaborate with the Compliance Team to ensure that operating standards and compliance requirements are consistently met. This collaborative effort aims to enhance the quality, fairness, and transparency of the admissions process.

Regular internal compliance assurance audits shall be conducted by the Compliance Team to assess the effectiveness of current practices and to identify areas for improvement. The findings of these assessments will guide the College in making necessary adjustments to maintain high standards. The CDP and DMA shall encourage a culture of continuous improvement within the admissions teams, fostering an environment where staff members are empowered to suggest enhancements and share best practices.

## Non-standard Applications

As noted throughout this document, applications may be considered as 'Non-standard' due to a number of reasons and these may be, but are not limited to, reasons associated with; academic entry requirements, regulatory compliance, equality and diversity, and any other requirements, which may affect the applicant's chosen course of study such as professional membership criteria. The Partner University may additionally state additional circumstances under which specific escalations and approvals may be required.

All such applications should be referred to the College Academic Board (CAB) for consideration and possible onward referral to the Partner University. The CAB will review the cases and provide a recommendation within a 3 working day period after referral. These referrals can take place before or after an offer is issued.

The College Academic Board (CAB) is the mechanism by which each application, not meeting the standard entry requirements and/or requiring consideration because of other criteria, should be reviewed and this review should occur before the issuance of any offer.

Membership of the CAB should include an Admissions Manager, DMA and CDP, or designated other with sufficient compliance knowledge and understanding to review all relevant regulatory requirements.

All cases considered by the CAB should be fully documented and should be submitted to the College Learning and Teaching Board (CLTB) for recording on the minutes.

Should a case require onward referral to the Partner University, this should be recorded in the notes of the CAB and no decision made until such time as the University Registry returns. The Partner University will aim to review the cases and provide a recommendation within 5 working days from point of referral.

Those applications considered as 'Non-standard' could be included under one of the following categories:

- Academic entry (those falling below entry requirements and those requiring consideration of Accredited Prior Learning or Admission with Exemption)
- Academic entry requirements have not been set for specific country and/or diploma Regulatory (Immigration)
- Equality and diversity (disability or additional learning needs) for assessment of reasonable adjustments and capacity to complete the course
- Criminal record and persons at risk

## Academic Entry

If an applicant marginally does not meet the stated entry standards and does not fall within an agreed threshold of the requirements, but the applicant can demonstrate abilities/aptitudes which can be assessed as appropriate for entry to a stage of study, these applicants are eligible for referral to the College Academic Board. The applicant will also be considered for admission, given that the stage of study in question is designed to incorporate:

- appropriate teaching support via enhanced contact hours; or is to be

- delivered over a longer period of time to enable adjustment

However, these applicants are not guaranteed to be successful in securing an offer of admission and may also require onward referral to the Partner University for approval.

The CLTB delegates responsibility for the formal approval, to the College Academic Board, of an applicants' prior learning and experience and for determining the amount of credit that an applicant might be permitted.

## Regulatory (Immigration)

Applicants who require a Student Visa to study in the Netherlands must also meet all of the Immigration and Naturalisation Service (IND) requirements to be able to make a valid visa application before the College and Partner University will make either a provisional unconditional offer or full unconditional offer. As part of the conditional offer, applicants will be asked to supply documents such as copies of passports, qualifications and visas that relate to these requirements. Applicants may also be asked to provide information about their past immigration history and previous study in the Netherlands or other Schengen countries (if applicable). The visa application procedure via the University Partner will not be started by the Admissions Office to applicants until all required documents meet IND's standards and until the conditions of the offer have been met, both the College and Partner University reserve the right to withhold the start of the visa application with IND to any applicant who we have any reason to believe will not be in a position to make a successful Student Visa application.

Instances where this may be applicable include, but are not restricted to, the following examples:

- There is insufficient time to make a Student Visa application prior to the latest start date for the course and in accordance with Partner University proposed application, payment and visa documentation deadlines.
- The applicant does not have, or is unable to provide evidence that they have, sufficient funds to be able to make a successful Student Visa application, in line with the IND requirements
- The applicant is currently residing in the Netherlands as an 'overstayer' (remaining in the Netherlands beyond the expiry date of their visa).
- The applicant has previously been enrolled in a university preparation programme in the Netherlands It is discovered that the applicant has either withheld or provided false information in their original application in relation to their previous immigration history
- Additionally, credibility concerns may arise in cases where an applicant has previously been rejected by Navitas colleges due to doubts about the genuineness of their intentions or past misconduct
- Inadequate supporting documents, including documents where tampering is evident, or there are other irregularities.

## English Language Level

Applicants for whom English is not a first language are required to hold a recognised qualification with the required minimum score for their chosen course.

Where an applicant is unable to demonstrate the requisite level of English language, the applicant may be offered entry on to the programme (following visa regulations and partner university agreements).

Further guidance and information on applicable English entry requirements can be found on the College's official website.

### **Previous Applications & Study in the Netherlands – Academic Progression**

1. There are specific requirements and exemptions with respect to academic progression which are listed within the Academic Handbook.
2. For those applicants in need of a visa where they have previously studied in the Netherlands, and were enrolled in a preparatory programme before, a new enrolment in a preparatory programme, such as the foundation programme and English Academic Preparation programme, may not be in line with visa regulation.
3. In case a student is currently enrolled in a different study programme in the Netherlands, or has residency in the Netherlands or Europe, other immigration regulations and processes may apply. The College will inform the student of their respective visa requirements prior to the start of the visa process.

### **Disability or Additional Learning Needs**

Applications from candidates with disabilities will be assessed on the basis of academic suitability for the course in question but will also be subject to the ability of the applicant to meet any professional practitioner requirements.

The College's Admissions team are committed to developing educational opportunities, which can be accessed by all qualified applicants and, as such, the admission process is open to all persons with a disability or learning needs.

The college strongly encourages applicants to fully disclose their disabilities, whether a mental or physical condition, as early as possible in order to ensure that any necessary support arrangements and reasonable adjustments to alleviate the effects of any applicants' condition can be considered, and where appropriate, made prior to arrival at the College. In instances where a disability or wellbeing concern is known in advance of the course of study it is advisable to declare this no later than on acceptance to the course (Application Form). It is also encouraged that a known disability likely to affect the use of participation in additional activities associated with the Programme, or where it is likely to mean that special arrangements will be required (for example, in relation to access, accommodation, travel), these be declared during the admissions application stage.

The College Admissions Team will consider all applications in accordance with the applicable legislation and Partner University regulations. In accordance with this, the College may reject an application on the grounds of disability where:

- Necessary adjustments would not be reasonable either to the physical or staffing resource base of the College
- The College cannot guarantee the health and safety of the applicant for the times that they are not in timetabled sessions at the College

For further information on our admissions arrangements where an applicant discloses a disability or wishes to learn more about the services provided at a Navitas College/Navitas

University Partner, please visit the policy section on the College website to read our Disability Policy (M1b). Alternatively, please request a copy of from your Admissions contact.

## Applicants Under the Age of 18

Applicants who are under the age of eighteen (18) years of age at the time of enrolment will be considered for a programme of study at a Navitas College based on their individual merit and their potential to benefit from their chosen pathway.

1. The College Admissions Team recognises that students should normally be sixteen (16) years old upon start of the application procedure.
2. There are a number of operational requirements that are linked to the enrolment and admission of a student who is under the age of eighteen and as such link to their admission:
  - The relevant sections of the Acceptance of Offer are required to be completed;
  - In cases third party arrangements will require co-signing of parents/legal guardians, examples include accommodation contracts and the opening of a bank account in the Netherlands

## Entry Requirements

The College's admission process aims to admit applicants, who are believed to have the potential for success. This commitment is underpinned by factors that may indicate the likely success of a student including:

- Attained and pending academic qualifications
- The academic context in which qualifications have been achieved
- An applicant's stated interest, commitment and motivation for study
- Relevant work or other non-academic experience
- Where required, Academic and/or professional references
- Where required, an applicant's performance at interview
- Where required, an applicant's portfolio or sample of written work
- Where required, early application and payment deadlines may apply

Additional assessment of professional capability may apply to the professional courses.

Other qualifications or experience that demonstrates appropriate knowledge and skills may be acceptable after consultation with relevant Partner University Admission Tutor(s).

Academic and English entry requirements for courses are determined jointly between the College and Partner University and are published on the College's website. If the entry requirements to a specific country are not mentioned on the website, they will be sent to the Academic Board for evaluation.

These specific entry criteria is dictated by the requirements of the stage/programme specification.

In the event that entry requirements change, the College will update the published entry requirements.



The College reserves the right to ask applicants to provide additional evidence of qualification or intention to study in order to determine an applicant's eligibility to study.

English Preparation Programme applications are being assessed by the Partner University, and the Partner University decides on the applicants eligibility.

## Offers

The College and Partner University reserve the right to determine the eligibility of any applicant for a course and issuance of an Offer of Admission.

An offer of a place (conditional or unconditional) on a pathway of study, imposes an obligation on the College to admit an applicant and neither should be withdrawn without their consent, except in the following circumstances:

- The applicant fails to meet the conditions of the Offer of Admission
- The intake to the stage of study, pathway or course is cancelled in line with the College's Terms and Conditions
- The applicant fails to provide requested supporting documentation by the specified date
- The applicant or a representative of the applicant is found to have made a false statement on the Application Form and/or the Acceptance of Offer Form or any other admission associated form, correspondence, documentation, interview or statement, deliberately or inadvertently, or has otherwise sought to mislead the College
- The applicant or a representative of the applicant has withheld pertinent information or provided only basic information, such as failure of attainment or poor attainment in a previous course of study or qualification
- The applicant or a representative of the applicant has failed to declare any relevant unspent conviction
- No reasonable adjustment can be made by the College or Partner University regarding learning provisions or pastoral care
- The applicant is unable to enrol as per the specified intake date on the Offer of Admission
- The applicant has failed to complete the Acceptance of Offer Form and return by the specified deadline
- The applicant has demonstrated an inability to make the necessary payment of the course fees deposit, and if applicable, accommodation final payments prior to the visa application process
- An incorrect offer has been made and needs to be withdrawn

## Failure to Run Courses

The College and Partner University make all reasonable efforts to deliver the programmes of study and other services and facilities described in its information for students. However, the University may in some circumstances be required to make the following changes:

- To the award or programme title;
- To the availability of or discontinuance of a core module; or
- To the overall type of assessment for the Programme, for example by exams, coursework or practical assessment (or combination of these)

- To the mode of delivery of the course, or part of the course. For example, from Face to Face to Online

If any change the College makes such changes that materially affect the student, or that are to the student's detriment, the College will take all reasonable steps to notify the affected applicants promptly to minimise any disruption to commencing their studies.

For further information about the circumstances and/or reasons the College may be required to take the actions above please visit: <https://www.thehaguepathway.nl/admissions/policies-procedures/> to view our student contract.

The College also sets out the measures in place to protect a student in the event that a risk to the continuation of studies arise. Whilst the Student Protection Plan considers material changes to students on a programme of study, all applicants have the right to an understanding of the procedures should a type of issue listed in the policy occur. The Student Protection Plan (QS14) can be found on the policy section of the College website or alternatively please request a copy from your Admissions contact.

## Complaints

A complaint is when an applicant is dissatisfied with the service received from the College Admissions Team.

Any complaint made by an applicant (or their representative) relating to the administration of the admission process or regulatory framework will be deliberated by the College's Management Team to ensure a resolution that is fair and reasonable. Where necessary the complaint may be referred to the Academic Registry UPE for deliberation in line with the College's Complaints Procedure.

## Appeal

An 'appeal' is a process of review, based upon a full application and associated documentation. An appeal can be made by applicants who believe they meet the grounds for appeal to permit a second review of their application.

There will be no discrimination or prejudice against any applicant who makes an appeal.

The College will only accept appeals from the applicant directly and not from any third-party representative such as parents, agents or school representatives unless the applicant's situation is such that they require third party representation.

Appeals may be made on the following grounds:

- **Procedural irregularity** - where an applicant believes that the College has not followed the procedures stated within this policy and that there is reasonable doubt as to whether the outcome might have been different had the error not occurred.
- **New material information** - where an applicant can provide new information to support their application which was not available at the point when the application decision was made.
- **Extenuating circumstances** - which had not been known at the time when the decision was made.

All appeals will be considered on their individual merit, however, if an appeal is based on the grounds below it will not be considered:

- Academic judgment
- Retrospective reporting of extenuating circumstances (which would have been known at the point of application)
- Failure by the applicant to attain the entry qualifications as stated in the conditions of offer

The applicant should raise the matter at the earliest possible time and within 30 days of the Offer of Admission or rejection being issued. A student should raise an issue with any member of staff at a Navitas UPE College or representative, orally or in writing and initially this will be treated as an Informal Query. If a Student Complaints and Academic Appeal Form (QS10 Student Complaints and Academic Appeals Form) is submitted, it will be treated as an Appeal.

The appeal will be investigated by the relevant Admissions Manager or designated other including the input from academic staff and the Partner University where required. A written decision will be given by the Admissions Manager, normally within ten working days of an appeal being made. If it proves impracticable to respond fully within ten working days, the applicant will be informed of a realistic timescale in which to expect a response.

If the applicant is dissatisfied with the response received from the Admissions Manager, a written appeal should be made within ten days of the date of the written response. This should set out briefly: the nature of the appeal; the steps already taken; details of the response received; a statement as to why the applicant remains dissatisfied and, without prejudice to any formal remedy which might be determined, the remedy which is sought.

This written appeal will be referred to the Academic Registry UPE who may call together a Case Review Panel to consider all relevant facts. The Case Review Panel's decision, supported by reasons, following completion of this process will be considered as final. If a Case Review Panel is not held, the decision from Academic Registry will be final.

## **Withdrawal and Termination**

The College reserves the right to withdraw from enrolment to any pathway, a student who has deliberately or unintentionally misrepresented either their qualification or immigratory status or any physical, mental or learning disability. This is inclusive of non-declaration of any disability/disabilities, educational transcripts or certificates, for the sake of application to the College. Similarly, providing contrary information or any kind, without prior communication, on arrival at the College will also be deemed misrepresentation.

## **Change of Offer**

If there is a change made to an Offer, either conditional or unconditional, a new offer is required to be produced and forwarded to the prospective student. This may be either in relation to a new semester intake, alteration in the content of the offer (e.g. course) or any other substantial change.

If the prospective student has accepted an unconditional offer, then a further acceptance will be required to be completed to ensure the contractual relationship remains in place.