

Admissions Policy and Procedure

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Please note that as a student of the University of Plymouth and studying with the BCNO Group, your studies are subject to the policies and regulations of the University. In some cases the policies have been amended to make them specifically relevant to the BCNO Group and the requirements of the General Osteopathic Council. If you require further guidance, please contact the Quality Manager. (quality@bcnogroup.ac.uk)

1.0 Introduction

The British College of Naturopathy and Osteopathy (BCNO) (formerly known as the British College of Osteopathic Medicine and European School of Osteopathy) is dedicated to offer a rewarding Higher Education opportunity and experience to those who have the potential to benefit from our educational programmes. The College welcomes and supports applications from a wide range of social and educational backgrounds and runs an open recruitment process to encourage those with potential to apply. Our aim is to provide students with the help and support they need to excel on the College's programme.

This document should help you through the application process for the Postgraduate Programmes course at the College. We would be happy to answer any questions you might have by contacting the Admissions Team on 020 7435 6464 (London) / 01622 671558 (Kent) or by email at admissions.bcom@bcnogroup.ac.uk or admissions.eso@bcnogroup.ac.uk Further information about how the College will use the information you provide during the Admissions process can be found in the Policies section of our website.

College admission policies and procedures are designed to support transparency, consistency, and fairness while ensuring they are in compliance with the QAA Quality Code, OFS Conditions for Registration, and the CMA Regulations. Our priority is to create and foster an environment where everyone is valued for their unique talents and abilities while having the opportunity to achieve their full potential. We strive to celebrate diversity and promote equality of opportunity

2.0 Widening Participation

The College has a firm and passionate belief in encouraging all who have the ability to benefit from higher education to access it with the maximum ease and the greatest flexibility. We aim to select as participants those who will benefit the most from working with us. These will include those from under-represented groups, those looking for second career opportunities, those already in work, and those looking to develop themselves later in life. Supporting learners to achieve their potential goes to the heart of our mission and is reflected in all aspects of promotion, recruitment, admissions, course delivery and support and progression to further study or employment.

3.0 Disability

Disabled applicants are welcomed by the College and are encouraged to disclose the nature of their disability in their applications. This enables the Student Welfare Officer and the College to be pro-active in discussion and provision of reasonable adjustments, so enhancing a student's study

and experience, whilst complying with current government legislation.

As part of the Admission Team's assessment of the suitability of an applicant, we ensure that an individual is likely to be competent and possess the necessary capabilities to successfully prepare for professional practice at the end of their programme of study and to fulfil all the requirements of professional practice. Once registered, osteopaths have a professional obligation to decide for themselves whether they continue to remain fit to practise. Self-monitoring is therefore an important part of being a registered health professional.

The General Osteopathic Council publishes very useful guidance for applicants with a disability or health impairment (<http://www.osteopathy.org.uk/home/>).

There are circumstances where an applicant may have special needs that may negatively affect their ability to complete the programme. These needs will be considered in a confidential manner separately from the selection process. All applicants should consider that to train to be an osteopath is physically demanding.

The College is responsible for the student's welfare during their studies, and it needs to identify early any medical condition or otherwise that may lead to injury from any osteopathic techniques that students may practise on each other. The College has put in place a system that not only helps to ensure a robust and comprehensive admission process but also helps to minimise the risk of these situations occurring. To complete the admission process every student must provide a Health Statement and Student Health Questionnaire, which is accompanied by a medical note from their general practitioner. This will allow us to identify any possible risks and provide support or adjust the level of support as necessary. The information disclosed will remain confidential. Only if it is considered appropriate, will the Student Welfare Officer ask the student to consent to pass the information on to relevant staff or faculty. The support and advice is maintained throughout the duration of the student's time on the programme.

It is essential that students are also fit for clinical practice. In rare circumstances they may be required to provide evidence of this (such as a report from their medical practitioner). Students who are experiencing health-related difficulties will be given appropriate support.

Any offer made is on the basis that any special need can reasonably be accommodated

4.0 Disclosure and Barring Service (DBS) Check

Osteopathy is one of the health professions regulated by law in the UK. As part of your offer, you will need to demonstrate evidence of your good character. The College will therefore need to verify whether you have a criminal record and, if you do, to determine whether this will prevent you from starting the course. You will also be required to disclose any material facts that may be relevant to your good character such as criminal and civil legal proceedings.

Applicants with a criminal record should disclose this by ticking the relevant box on their UCAS application.

All offers made are conditional upon a satisfactory DBS check and this is undertaken during the first week of the course. Students will be required to cover the cost of this check (currently £51.60). Applicants are advised to read the DBS Policy which can be found on our website.

Overseas students or those who have lived outside of the UK for in excess of 1 year will be required to provide a Certificate of Good Conduct (or equivalent).

If an applicant omitted to disclose their Criminal record on their UCAS form, they should write (in confidence), explaining the circumstances, to the Principal as soon as possible who will then review the case. It should be noted that the Rehabilitation of Offenders Act (1974) does not apply to osteopathy, given the nature of the programme of study and so previous convictions are never spent. Applicants must also disclose any police cautions and any matter for which at present they are subject to police investigation. Further information on the DBS is available at: www.gov.uk/disclosure-barring-service-check/overview.

5.0 Osteopathic Practice Standards

The offer of a place on the osteopathy programme implies subsequent application for registration as an osteopath once graduated, thereby joining the osteopathic profession. All applicants must therefore have the potential to meet the requirements of an osteopath as defined by the General Osteopathic Council's (GOsC) Osteopathic Practice Standards: <http://www.osteopathy.org.uk/standards/osteopathic-practice/>.

The General Osteopathic Council has produced 'Guidance for Osteopathic Pre-registration Education' and prospective students should familiarize themselves with its content: <https://www.osteopathy.org.uk/training-and-registering/>

The responsibility for decisions regarding registration once the osteopathy programme has been successfully completed is however that of the General Osteopathic Council, where evidence of good character and health is considered as part of the process of application to the General Osteopathic Council.

The Quality Assurance Agency Benchmark Statement for Osteopathy can be found at https://www.qaa.ac.uk/docs/qaa/subject-benchmark-statements/subject-benchmark-statement-osteopathy.pdf?sfvrsn=6835c881_4#:~:text=4.2%20An%20osteopathic%20graduate%20is,skills%20and%20problem%2D%20solving%20ability.

6.0 Fitness to Practise

It is the legal duty of the General Osteopathic Council (GOsC) to set the standards of competence and conduct that are expected of osteopaths so that they can protect the public and maintain public confidence in the osteopathic profession. The guidelines for the safe and competent practice of osteopathy are set out in two documents published by the GOsC, the Fitness to Practise and the Standards of Practice.

Applicants are strongly advised to read the Standards and Guidelines published by the General Osteopathic Council (please see links below).

Fitness to Practise: <http://www.osteopathy.org.uk/rBCNOurces/publications/Student-fitness-to-practise-guidance/>

Refer to the following documents:

- Guidance about Professional Behaviours and Fitness to Practise for Osteopathic Students
 - Guidance for Applicants and Students with a Disability or Health Condition
- Standards of Practice: <http://www.osteopathy.org.uk/rBCNOurces/publications/standards-of-practice/>

Refer to the following document:

- Osteopathic Practice Standards

The College educates osteopathic students on the basis of these documents, the requirements of the Council and its own duty to graduate osteopaths appropriate for registration. Therefore, the College requires all students, regardless of known health or disability status, to confirm at admission that to the best of their knowledge, they are/will be fit to practise (both as a student of Osteopathy with other students and as a supervised student practitioner within the context of the College's teaching clinics).

If you have any questions, please do not hesitate to contact the Admissions team.

7.0 Admission of under 18s

The College welcomes applications from people of all ages. However, we have a duty of care towards all our students, employees and visitors and in the case of students joining before their 18th birthday this duty is enhanced as such students are regarded as children under UK law. The College, in admitting students under the age of 18, must ensure that all appropriate legal obligations are recognised and discharged. Students that will be enrolling before their 18th birthday will be required to provide proof of parental or guardian approval through completion of the relevant form. Please see the College's Child Protection Policy for details.

EU, EEA, Swiss and International students under 18 will need to have an emergency UK contact.

8.0 Criteria for Admission

The College seeks to admit applicants it believes have the potential to succeed. Underlying this strong belief are five factors we feel are key to indicating the likely success of a student:

- ability to think and learn;
- a foundation of knowledge and skills from which to extend their study;
- motivation to study osteopathy and awareness of the career;
- caring ethos and a sense of social awareness;
- sense of personal responsibility.

All applicants are expected to have an appreciation of the length of the training programme and its inherently practical and theoretical nature, together with the career structure, and how this relates to their personal circumstances.

These factors, alongside formal qualifications, will be assessed through a student's personal statement at interview and based on the reference, which must be provided on the admission application. The aim of the interview is to explore the non-academic criteria (see above) and to encourage applicants to talk naturally about themselves, their studies, their experiences and motivations, and to demonstrate that they have the interpersonal skills to be able to communicate effectively. In this way they can show how they have the foundations of the academic and non-academic attributes required of a prospective osteopath.

Interviewers assess each applicant's performance and determine an overall recommendation. Interviews normally last 20-30 minutes.

Offers will always require an applicant to have studied science/sports or health-based subjects to an acceptable level (minimum Level 3 or equivalent). If this is not the case, the Admissions Team will require applicants to undertake further studies, to bridge the gap, before starting on the course. This will be discussed at interview.

9.0 School Leavers

School leavers should ideally have achieved a minimum of grade C in both English and Mathematics at GCSE level, or equivalent. Offers are made against the qualifications the student is working towards. When making offers the applicant's interview performance and the information provided on their Admission personal statement and predicted grades will be taken into consideration, thus allowing for a degree of flexibility.

10.0 Mature Students

We welcome mature applicants (anyone over 21), but as with all applicants, you will need to demonstrate that you will be able to cope with the academic demands of the course. Relevant experience and achievement will be taken into consideration (see 14.10 Admissions with Credit). If

you have no record of achievement, then you will need to undertake a relevant course such as an Access to Higher Education in a science or health related subject prior to applying <https://www.accesstohe.ac.uk/Pages/Default.aspx>.

11.0 EU and International Students

The College has a large intake from overseas. The Admissions Team is usually able to establish the UK equivalent of an overseas qualification. Where necessary, applicants might be asked to provide a translation of their qualifications and establish the UK equivalent level through UK NARIC: <http://ecctis.co.uk/naric/>.

The website shows a range of acceptable overseas qualifications and their minimum grade requirement.

If an applicant's qualification is not listed on the website, they should contact the Admissions Team for an informal assessment of their eligibility to apply.

The College is a UKVI sponsor License Holder which allows us to sponsor EU and International students who wish to study in the UK. This includes all Non-British/Irish citizens who do not otherwise have Right to Study in the UK. Those students will be issued with a Certificate of Acceptance to Study (CAS) after they have been accepted onto the programme and will need to apply for a Student Visa in order to study at the College.

The College takes the License responsibilities very seriously and students' progress and attendance will be monitored in line with Home Office requirements. They will also need to meet English language and financial requirements prior to being issued with a CAS.

Further information relating to the visa process for overseas students can be found on our website or by contacting the Admissions Team.

12.0 English Language requirements

For International and EU applicants for whom English is not a first language or are not from a majority speaking English country (see UKVI list here - <https://www.gov.uk/student-visa/knowledge-of-English>), and who are seeking to join our programme, the College will expect them to hold an IELTS certificate, with an overall score of 6.5, or an equivalent qualification. Further details of other acceptable qualifications can be found on our website or by contacting the Admissions team. This section sets out the College's requirements and standards for evaluating the English language ability of an applicant.

The College has a responsibility to ensure that all EU and International students have the appropriate level of English language on entry, and support where necessary to succeed on their academic programmes.

The Admissions Team will monitor and ensure the implementation of this policy throughout the application and offer processes. English Language requirements will be discussed with the applicant and assessed prior and during the interview stage (if necessary).

Applicants for whom the College has deemed their academic qualifications acceptable but whose language proficiency is below that required for a particular academic programme should receive a conditional offer. The conditions of the offer must include achievement of a minimum level in IELTS or equivalent test.

Accepted English language tests and qualifications will be kept under continual review by the Admissions Team. In addition to the College's own English language requirements, as a Home Office approved

Sponsor of Student Visas, the College must ensure that all students seeking admission meet the UK Visa and Immigration's (UKVI) minimum English language requirements.

All those applying for a Student Visa are normally required to pass a Secure English Language Test (SELT) in each of the four components of language learning (reading, writing, listening, speaking). Any other English Language test will not be accepted for Student Visa students by the College. The SELT must meet the College's standard level outlined above (6.5 for IELTS). A SELT must be completed in a government approved centre or it cannot be accepted due to Home Office Requirements.

You can find a full list of government accepted SELTs and centres at <https://www.gov.uk/guidance/prove-your-english-language-abilities-with-a-secure-english-language-test-selt>

There are further resources for EU and International students on our website. Please contact the admissions if you require any further information or assistance.

13.0 Applications

13.1 Enquiries/initial contact

Prospective applicants are encouraged to talk with the Admissions team informally about applying to the College by telephone, email or in person when they visit or attend Open Events. Our dedicated admission team is available to answer all your questions regarding funding, fees, term dates, entry requirements, open days, and the interview process. For an example of a Year 1 timetable please contact the Admissions Team.

13.2 How decisions are made

The college has a comprehensive admissions process to ensure that all applications are reviewed by the admissions team and decisions are made in line with the set of admission criteria. As not every application is the same and with our highly experienced and qualified team, we assess each application case by case and make certain that the decision is made in a fair, consistent and transparent manner.

In the event that an applicant is to be interviewed, the college will contact the applicant within a week of receiving application form. If necessary, interview dates and times can be arranged to accommodate the candidate's schedule. The interviews may be scheduled face-to-face or online depending on the candidate's preference. Interviews will only be held on invitation, and it will not be possible to arrange one without initial application to the admission.

After the interview, you will be informed through email of the results usually within 2 weeks of your interview. If you have been unsuccessful, you may contact the Admissions team for feedback. The College has an appeals process which can be found further in this document if you are not satisfied with the decision.

In situations where the Admissions Team requires additional advice, appropriate members of the Academic Board may be consulted on admissions decisions. Such occasions may be, but not limited to when an applicant possesses non-standard qualifications.

In the event any information on an applicant's completed application is unclear, the Admissions Team will seek clarification directly from them. This will, naturally, delay a final decision being transmitted to the admission team.

Applicants will receive decisions, and subsequent communications regarding these, directly from the admission team and

Students who are accepted will receive a letter of unconditional offer from the college. They will also receive a list of links to further information on the terms and conditions of joining the college.

13.2 Interviews

For applicants being called to interview, their application form will be thoroughly checked and relevant information flagged for use at interview. This information will include educational qualifications and the personal statement and reference that may be discussed during the interview. The forms will be checked for information that the applicant may have provided about disabilities. This would enable the interview panel to discuss this information with the applicant at the interview stage in order to ascertain what assistance the College is able to provide should the applicant commence the course.

The interview panel will be made up of at least two members, in most instances, an academic member of staff and a member of the Admissions Team.

Applicants can expect to talk about the following areas during the interview: their knowledge of the work of an Osteopath; their motivation for becoming an Osteopath; what skills an Osteopath need and whether they possess these skills; their knowledge of the Postgraduate course content and what they need to do in order to qualify; whether they understand the implication of Holistic Osteopathy. For more mature students who perhaps do not perfectly fit the standard entry requirements, their knowledge, work and life experience will be discussed.

The interview panel will then answer any questions related to the course, application process, funding and accommodation. The applicant's answers to these questions will have no bearing on the outcome of the interview process.

Where possible, the panel also make sure that interviewees are offered the opportunity to come and visit the College on an open day or tour.

In most cases, applicants are informed shortly after their interview whether they will be offered a place on the course. Offers are subject to applicants providing a completed Confidential Criminal Record Self Declaration form and DBS clearance. In situations where further discussion or documentation is required, applicants will be informed of the outcome of the interview as soon as possible after we have received the relevant documentation. If for any reason an applicant wishes to appeal a decision, the Appeals policy can be found in this document.

13.3 Deferred applications

The College welcomes applicants who decide to take a year out between school/college and recognises that this can be of benefit to the maturity and motivation of students concerned. However, it should be noted that offer conditions must be met in the year that they are set. It is only possible to defer entry if an offer is, or becomes, unconditional.

If an applicant wishes to defer their application, they must notify the College in writing (by email) expressing their wish to do so. The Admissions team will then send confirmation of this and/or outline any conditions which need to be met prior to formally deferring the offer.

We will write to applicants prior to deferred entry to confirm intention to take up place with us.

It is not possible to defer for more than one year. In the case that an applicant would like to postpone joining the College for another year, a new application will need to be submitted.

We will write to applicants prior to deferred entry to confirm intention to take up place with us.

13.4 Complaints regarding the admissions service

Complaints should be made in writing within 10 working days of confirmation of the application decision and may be made in relation to the level of service received in the following areas:

- 13.4.1 the behaviour of an employee of the College during the application process;
- 13.4.2 the level of feedback provided by the Admissions Team, upon request by the applicant;
- 13.4.3 the way in which an application was handled.

Complaints should be directed to the Admissions Manager. The review of a case does not guarantee an amendment and the College reserves the right to uphold an original admission decision.

Responsibility for communicating, in writing, the result of such a complaint lies with the Admissions Manager.

13.5 Extenuating circumstances

In the event that an applicant believes they have extenuating circumstances which may result in lower than expected attainment in examinations, preventing them from meeting the conditions of their offer, a letter of explanation should be sent to the Admissions Team. This will be kept against the applicant's record and given consideration, alongside their results, during the Confirmation Period.

Letters of explanation should be accompanied by evidence from an appropriate person, qualified and able to confirm the extenuating circumstances. As an example, such persons may be defined as doctors or teachers. Submission of extenuating circumstances does not guarantee admission.

Any applications found to be fraudulent through the admission process, or found to be fraudulently claiming extenuating circumstances, will be rejected by the College.

13.6 Admissions with credit

The College operates processes to recognise applicants' prior certified learning (APL), which are aligned to sector practice. Credits accumulated from a programme at another educational institution may, where appropriate, allow applicants to transfer credits towards the Postgraduate programme.

Applicants seeking to transfer their credits should contact the Admissions Team for advice.

13.7 Confirmation of results

Where an offer is conditional, the confirmation of offers occurs when exam results are received by the Admissions Team.

The process involves the comparison of achieved results against the original offer made by the College. If academic conditions, alongside any non-academic conditions, are met, the Colleges able to 'confirm' places to applicants. Once offers are confirmed, applicants' offer status will move from CF(conditional firm) to UF (unconditional firm)

Results are compared with offers, on an individual basis. It is at this point that the nature and potential impact of any individual extenuating circumstances is also considered.

Confirmation of results occurs electronically, in conjunction with other external electronic systems. The College reserves the right to amend any confirmation decisions made as a result of electronic system errors.

13.8 COVID-19

As a result of the COVID-19 pandemic, the College has adapted admissions processes and events to ensure the safety of our students, staff and prospective applicants/students. Many of our events

are now taking place online and admissions interviews during the pandemic are via Microsoft Teams. When government guidance allows, applicants are allowed to attend individually or in small groups to visit the campuses in London or Kent by prior arrangement (by contacting the admissions team).

The College will amend and adapt these procedures in line with government guidance and to ensure safe environments wherever possible.

14.0 Appeals against admissions decisions

The College welcomes applications from all candidates with the potential to succeed in higher education. We are committed to operating admissions procedures that are fair, efficient and transparent in order to safeguard the interests of prospective students.

The College recognises, however, that there may be occasions when its applicants may consider that the College has not adhered to its Policy. This Applicant Appeals Procedure informs applicants what they can do if they feel that they have grounds for an appeal.

Please note that separate procedures exist for current students who wish to submit an academic appeal to BCNO.

The College will accept an appeal against an admission decision only when an applicant is able to provide evidence that prejudice or bias, in relation to equality and diversity issues, has influenced an outcome, or where evidence can be provided that procedural irregularities or administrative error have occurred.

Appeals will only be considered on the following grounds:

- a) **Procedural irregularity where the Applicant believes the College has not adhered to the Policy.** Providing that the decision can be shown to have been reached fairly and in accordance with the Policy and the College's published selection criteria, the original decision will not be overturned. Should an Applicant believe that the Policy has been wrongly applied this Procedure provides an opportunity for the Applicant to Appeal;
- b) **The emergence of new material information which may have affected the decision.** Applicants will need to provide details giving the reasons as to why this information was not available at the time of application. Please note that the College's acceptance of such new material information is at its sole discretion and that if the College finds that this information was available or known to the Applicant at the time of application, and was not included in
- c) the application, it will not be considered as new material information; and
- d) **Evidence of bias or prejudice.** Applicants will need to provide specific examples with supporting documentation to evidence this.

Applicants are advised that there is no right of appeal against the academic or professional judgement of those making the decision on an application. On a successful Appeal, the usual process will be for the College to reconsider the Applicant's application, taking into account the findings of (a), (b) and (c) above.

14.1 General Principles

- 14.1.1. The College will seek to ensure that all Appeals are treated seriously and dealt with promptly and with fairness and consistency. This Procedure sets out clear timescales for the submission of Appeals and clear timescales for Applicants to expect a response from the College. If an Appeal is upheld, the College will take such action or provide such remedy as may be appropriate and will do so promptly. If an Appeal is not upheld, the reasons for the decision will be communicated to the Applicant.

- 14.1.2. Applicants can expect their Appeal to be dealt with confidentially and that their privacy will be respected. However, it may be necessary to disclose information to others within the College in order to reach a resolution to an Appeal.
- 14.1.3. Applicants are expected to respond within **5** working days to requests for additional information or documentation. It should be noted by Applicants that delays in responses to such requests may result in a place no longer being available for them in the current year of entry, should an Appeal be upheld.
- 14.1.4. An applicant may submit an Appeal only on his or her own behalf; an Appeal submitted by a third party will not be accepted unless accompanied by written authorization from the Applicant.
- 14.1.5. This Procedure undergoes periodic review and its content is informed by external sources such as GOsC, the Quality Assurance Agency (QAA), Supporting Professionalism in Admissions (SPA) and the Office for Students (Ofs).
- 14.1.6. The College ensures that staff working in recruitment, selection and admissions roles are familiar with the Policy and this Procedure and their responsibilities under them

14.2 Procedure

14.2.1. Stage 1 (Informal Stage)

Applicants should request in writing feedback from admissions staff at the College. In most cases this will help Applicants to understand why their application was unsuccessful. This stage also allows for an informal review of the decision in the event of an error having been made. Applicants should undertake Stage 1 of this Procedure in a timely fashion in order to comply with the time frames set out under Stage 2.

14.2.2. Stage 2 (Formal Stage)

- 14.2.2.1 If the Applicant remains dissatisfied and believes that they have grounds for appeal they should make an Appeal within **20 working days** of the original application decision being made by completing the Appeals form and sending it to the Admissions Team
- 14.2.2.2 Applicants should ensure that they provide details of the circumstances of their case, including a copy of the feedback provided at Stage 1, give an indication of the actions they have already taken to try to resolve it, and state clearly the remedy that they are seeking.
- 14.2.2.3 On receipt of a Stage 2 Appeals Form (see Appendix 1) a member of the Admissions Team will initially consider whether the appeal is made on one or more of the grounds specified in paragraph 2.2, and if it has been submitted in the timeframe specified in 4.2.1. If this test fails, the Applicant will be notified within ten working days of the appeal being received that the appeal is not eligible with the reasons given. There will be no opportunity of the student to appeal against this decision. Any further appeal would have to be made under Stage 3 the Formal Review Stage.
- 14.2.2.4 The Admissions Team will also determine if the Appeal is valid under the grounds set out in paragraph 2.2. An Applicant whose Appeal does not meet the required grounds will be

informed of this in writing. Valid Appeals will be considered by the Principal (or their nominee, who must not be a person involved in the initial decision [or Stage 1]).

- 14.2.2.5 Applicants will normally be informed of the outcome of their Appeal in writing within **20 working days**. If the College is unable to reach a decision within the stated timescale, the College will inform the Applicant of the expected timescale for a full response.

14.2.3 Stage 3 (Formal Review Stage)

- 14.2.3.1 Applicants who are dissatisfied with the outcome of Stage 2 can request the Appeal to be reconsidered under Stage 3. This should normally be requested within **20 working days** of receipt of the outcome of the Appeal under Stage 2.
- 14.2.3.2 Requests for reconsideration under Stage 3 must be made via Stage 3 Appeals Form (see Appendix 2) to the Academic Partnerships office at the University of Plymouth via the email address or postal address indicated in section 5 and must indicate the reason for the escalation and why their concerns raised at Stage 2 have not been addressed.
- 14.2.3.3 It is not envisaged that Stage 3 Appeals will involve the submission of new material information, i.e., material information not submitted at Stage 2. If Applicants wish to submit new material information, they will need to provide details giving the reasons as to why this information was not available at the time of their Stage 2 Appeal.

Please note that the College's acceptance of such new material is at its sole discretion.

- 14.2.3.4 The request for reconsideration under Stage 3 will be considered by Academic Partnerships at the University of Plymouth. Responses to any requests to provide further information and/or documentation to help with the investigation of the Appeal must normally be received within **10 working days**.
- 14.2.3.5 Applicants will normally be informed of the outcome of Stage 3 Appeals in writing by the Head of Academic Partnerships (or nominee) within **20 working days**. The outcome of the Stage 3 Appeal will be final.
- 14.2.3.6 If the Appeal is upheld, in all circumstances [the Admission Team and the University of Plymouth] will work with the Applicant in an attempt to find a suitable remedy, wherever possible. It should be noted that at particular times of the admissions cycle, remedies to Appeals may be difficult, for example there may be no places available on a particular programme for the current year of entry.

14.2.4 Submission of Stage 1, Stage 2 and Stage 3 Appeals

Appeals under *Stage 1* must be submitted in writing and be sent to: Email :
admissions@bcom.ac.uk
Admissions,
Frazer House.6 Netherhall Gardens
London NW3 5RR
Tel: 020 7435 6464

OR

Email: admissions.eso@bcnogroup.ac.uk or admissions.bcom@bcnogroup.ac.uk

Admissions
Boxley House The Street Boxley Maidstone ME14
3DZ
Tel: 01622 671 558

Admissions under *Stage 2* must be submitted on the Appeals Form (see appendix 1) and also sent to Admissions at the address above.

Appeals under *Stage 3* must be submitted on the Appeals Form (see Appendix 2) and be sent to:

Email: academicpartnerships@plymouth.ac.uk
 Academic Partnerships
 University of Plymouth
 Drakes Circus Plymouth
 PL4 8AA

14.2.5 Storage and Processing of Information

All information provided in relation to this Procedure will be used solely for the purpose of handling an Applicant’s Appeal, in accordance with Procedure outlined above. All applicants are requested to read the College’s Admissions Policy and Privacy statement which can be found on the website.

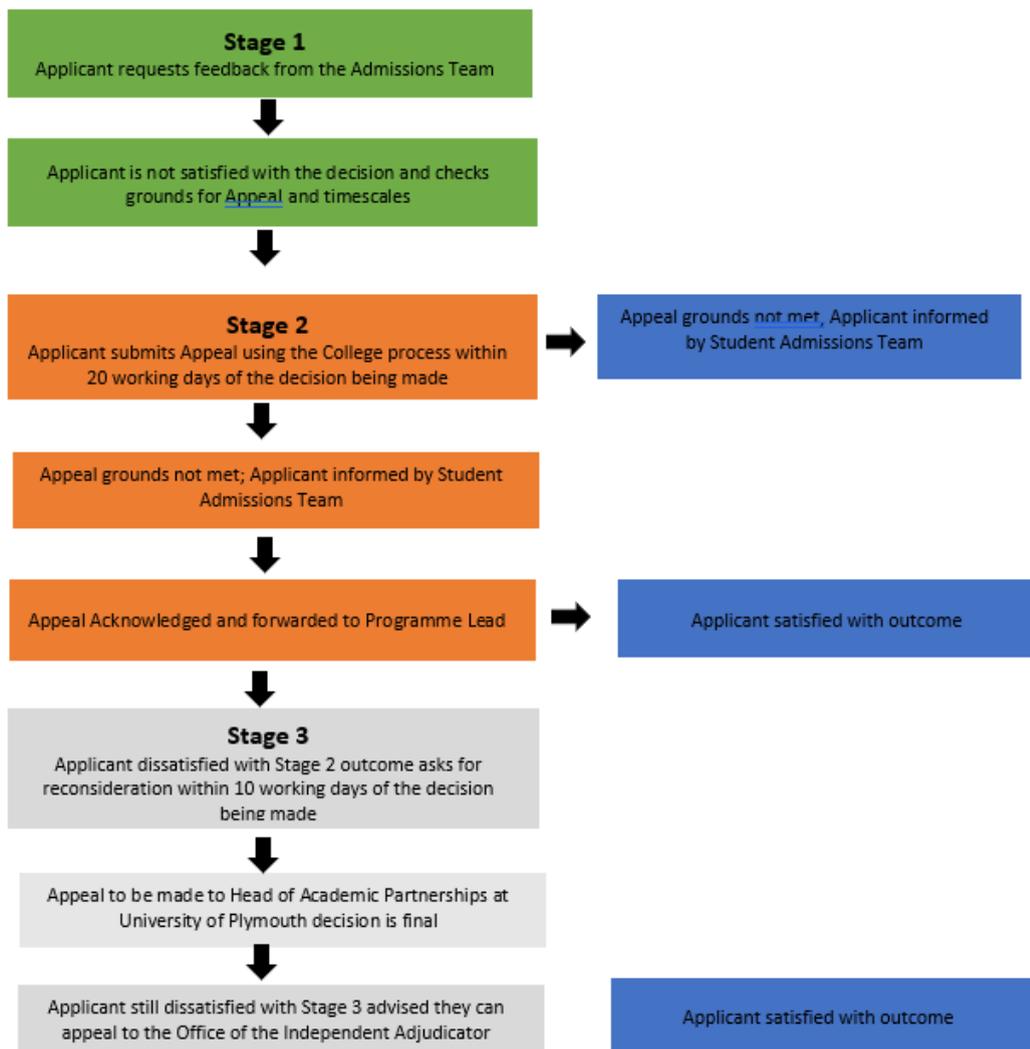
The personal data held about an Applicant is processed in accordance with the General Data Protection Regulation 2018. It is shared internally only where appropriate in order to meet the purposes detailed above. All data is held and processed in accordance with the requirements of the General Data Protection Regulation 2018. On an annual basis, anonymous statistical information on Appeals will be compiled and reported to the Academic Board.

14.2.6 Accessibility

The College endeavours to ensure that this Appeals procedure remains easily located and accessible to applicants via the College website. It will also be provided in writing and (where necessary) verbally, to any Applicant who specifies their intention to register a formal complaint.

14.2.5

Appeal Process



15.0 Disclosure

It is the responsibility of all applicants to supply accurate information at the time of their application and to disclose anything which may influence an admission decision. Failure to disclose information which would have been influential in the decision-making process, may lead to an offer being retracted.

16.0 Freedom of information

The College will respond to written requests for information, in accordance with the Freedom of Information Act, 2000, within 20 working days. For further information, refer to: <http://ico.org.uk/>.

17.0 Employee development

The College is committed to the training and continuing development of its employees. Employees are encouraged and supported in all areas of learning, both in relation to their development in their respective professional roles and in their individual areas of personal interest. The College aims to consistently monitor and update its training methods and procedures to ensure that all employees involved in the College's admissions process deliver a professional and fair service.

18.0 Disclaimer

The College reserves the right to alter the content of its Integrated Masters in Osteopathy programme at any time prior to applicants' admission. In accordance with such actions, the College will provide a suitable rationale for the changes or permit the withdrawal of applications by applicants without incurring the payment of fees.

19.0 Monitoring and Auditing

The School's Admissions Policy is reviewed annually by the Academic Board in order to ensure that it continues to meet stakeholder, national and institutional requirements and best practice. BCNO aims to monitor its processes and practices with regards to Admissions. This ensures that it remains aware of changes in practice and policy within the sector and is able to provide adequate training.

