



CITY OF LONDON COLLEGE

A UNIVERSITY SECTOR PREMIER College

Admissions & Enrolment Stage Information Policy

2025/26

Document Custodian: Senior Management Team
Review Cycle: Annually, or as required in response to regulatory or strategic changes
Last Reviewed: July 2025
Effective Date: July 2025
Review Date: July 2026
Version: 1.7.25
Circulation: Public: (Web Publication)
Sensitivity: Unclassified

1. Introduction

This policy sets out how the City of London College (CLC), conducts its admissions processes for undergraduate students, ensuring that they are fair, transparent, inclusive, and compliant with both legal obligations and regulatory expectations. It is designed in alignment with guidance from the Competition and Markets Authority (CMA) and the Office for Students (OfS), especially within the framework of the OfS Registration Application Process.

Admissions practices at the College are based on principles of merit, potential, and equality of opportunity. All applicants are entitled to accurate information, clear entry criteria, and a process that treats them fairly and consistently, regardless of background.

The College is committed to ensuring that its admissions policies and procedures are transparent, followed fairly, courteously, consistently and expeditiously; that information concerning applicants remains confidential between designated parties, and that decisions are made by those equipped to make the required judgements. The policy and associated procedures comply with the relevant equality and diversity legislation affecting the admissions of students and take account of sectoral best practice and regulation, including the Office for Students (OfS) Conditions for Registration, Competitions & Markets Authority guidance and the UK Quality Code for Higher Education.

This policy covers all taught full and part time applications for study at the College. The policy is aimed at prospective students, applicants, higher education advisers and City of London College's admissions and academic staff.

The College welcomes applications from applicants who have the ability and motivation to succeed, and is a strong advocate of lifelong learning and widening participation providing study opportunities for all applicants who have the potential to benefit from them. It also promotes the advantages of an inclusive national framework which recognises the value of both academic and vocational qualifications. Factors such as work experience, vocational training and non-standard qualifications can be taken into account when considering an application. Admissions staff have discretionary powers to assess each case on individual merit. Qualifications which are not acceptable on their own may be considered where there are particular combinations that are seen to meet the specific requirements of an individual programme.

2. Scope

This policy applies to all undergraduate admissions at the City of London College, including UK and international applicants, applications via UCAS (as applicable) or directly to the institution and decisions regarding conditional/unconditional offers, deferrals, rejections, and interviews

3. Information Provided at Admissions Stage

The College strives to ensure that promotional materials are relevant, accessible and accurate at the time of publication, are not misleading, and provide as much information as possible to enable applicants to make informed decisions about their options. The College's Marketing Department is responsible for ensuring the accuracy of all programme information published by the College for the purposes of recruitment. Appropriate sections are checked in consultation with Programme Directors and awarding bodies annually.

The programmes, services and other matter covered by prospectuses are subject to change from time to time and no guarantee can be given that changes will not be made following publication and/or after applicants have been admitted to the College. The College will communicate these changes to applicants and current students via the most appropriate communication channels.

The Marketing team plans and co-ordinates recruitment activities aimed at non-UK students, both overseas and in the UK and ensure that all relevant staff are briefed on appropriate processes and procedures. Representatives from the College work closely with schools and further education colleges and may attend higher education fairs across the UK. Information relating to admissions process and procedure at the College is available at open days and staff are available to discuss these with potential applicant.

Where material changes have been made to a published programme, those applicants with an offer on that programme will be informed of those changes as soon as possible. Such changes may include changes in the approval status of the programme, the programme gaining accreditation from a professional body, major variation to the programme fees, a change of location of programme delivery and the closure or suspension of a programme. Applicants will have the option of withdrawing their acceptance on the programme. Should they wish to be considered for an alternative programme their application will then be assessed against the entry criteria for that particular programme, provided there is sufficient space to accommodate them.

Entry requirements

The College accepts all nationally recognised advanced qualifications for entry to higher education, and gives equal consideration to academic and vocational qualifications for all programmes of study. The College may also take into consideration skills and expertise gained from work experience or vocational training.

Entry requirements for specific programmes of study are published in the College prospectuses and on the College website (<http://www.clc-london.ac.uk>), and are updated as required by admissions staff. The College offers places to applicants for university partner programmes using the university partner's tariff.

In addition to academic qualifications we will also take into account information provided within the personal statements and reference, particularly where there are extenuating or mitigating circumstances which may have affected academic performance. Due to the limited number of places on each programme it must be noted

that attainment of published indicative entry criteria does not guarantee an offer of a place.

Disability, Reasonable Adjustments and Support to ensure Access and Inclusivity.

As part of its commitment, the College believes that admissions processes should be as equitable as possible for all students. All applications from candidates who have disclosed a disability will be considered in the same way as any other application and a decision will be made that is based upon the candidate's academic merit and potential. The legislation with which the College's policy complies is now the Equality Act 2010 (replacing provisions in the Disability Discrimination Act 1995 and the Special Educational Needs and Disability Act 2001) and this applies to both disabled students and applicants.

Applicants are encouraged to disclose a disability when they apply by completing the relevant section of their application form. Whilst the provisions of the Equality Act 2010 normally make it illegal to reject an applicant on the grounds of disability there are three instances in which a College can reject a disabled applicant if they have the entry criteria necessary including overriding health and safety concerns, barriers resulting from professional requirements and necessary reasonable adjustments cannot be made.

The Admissions Office will issue a questionnaire through the CLC Welcome website to all applicants who have disclosed a disability. Where an application indicates a disability code other than A or G this application, along with the completed questionnaire, is referred by the Admissions Office to the CEO. The applicant's requirements are considered and appropriate action is taken to ensure the applicant understands the support available. In some cases a meeting will be organised with the applicant to explore such requirements and how these may be met. Following this meeting, support services will be put in place and reasonable adjustments made at the College to address barriers which disabled students may encounter in the learning, teaching and assessment environment and which may affect performance.

Some programmes require applicants to attend selection tests such as interviews. In this case applicants will be informed about the rationale for and requirements of any selection measures. Additional references may also be requested in order to inform the admissions process.

If an interview is required as part of the admissions process but the applicant is unable to attend in person (e.g. because they are resident overseas), in some cases it may be possible for a telephone or video interview, or other alternative selection process, to be used. The College may recognise credit or credit equivalence achieved from successful study in other institutions as contributing to awards of the College.

Students who have successfully completed a Foundation Degree (FdA) programme and have met the performance requirement for entry, and who perform satisfactorily in any selection measures, will be eligible for entry and credit recognition on to named honours level programmes.

Admissions Staff and Training

Staff involved with the admissions process are professional and receive appropriate training and development in admissions and related areas. College staff are cognisant of the UK higher education student admission agenda and receive support to participate in regional and national conferences, working closely with the College's main university partner, Plymouth Marjon university. This interaction facilitates the dissemination of good admissions practice across the College. Wider staff development is offered to staff involved in admissions in order to ensure compliance with regulations and consistency of procedures.

For example, these training sessions include workshops about recruitment strategy, qualifications, interviews and entry requirements as well as technical training for staff involved in recording offers, ensuring that applicants receive clear and accurate information covering:

- Course titles and awards
- Entry requirements (including academic qualifications and English language)
- Selection criteria (e.g., interviews, portfolios, personal statements)
- How decisions are made (e.g., contextual admissions, assessment weighting)
- Deadlines and key application milestones
- Fees and financial information
- Additional costs (e.g., materials, field trips)
- Complaints and appeals routes
- This information is available through The College website, prospectus, and applicant communications, and is reviewed annually.

Safeguarding

City of London College welcomes applications from people of all ages. No applicant shall be refused admission on grounds of age. The College does, however, recognise its special duty of care towards students who are legally still children, and has established procedures for dealing with applications from people who as students will be under 18. Principles, institutional responsibilities and procedures relating to the protection of under 18s and vulnerable adult students are set out in the College's Safeguarding Policy and Procedure.

Applicants under the age of 18 will be sent 'Guidance to Applicants and the Parents or Guardians of Potential Students Aged Under 18 on Entry' and asked to return a consent form from their parents or legal guardians who reside in the UK. Those applicants without parents or legal guardians in the UK are required to appoint a guardian through a recognised agency.

4. Admissions Decision-Making

The College is committed to providing a professional admissions service in order to provide the best support to its applicants. We operate a centralised admissions process to achieve this. All applicants have a personal CLC Welcome website where communications and information about their admission is detailed. The consideration of individual applications where there is no interview or portfolio requirement takes place in the Admissions Office, where specialist staff review the application on the basis of achieved and predicted qualifications.

Agreed entry criteria are used by the Admissions Office to make decisions and only where there may be some deviation will an application be referred to an Admissions Tutor for a final decision.

Admissions decisions are made by trained staff using consistent, transparent criteria. Processes and include clear documentation of how applications are assessed, academic judgment balanced with fair access principles, Internal moderation and audit of decisions and consideration of contextual data where appropriate. No applicant will be unfairly disadvantaged based on background, disability, ethnicity, gender identity, or other protected characteristics. Decisions for applications made directly to the College will be processed through the admissions system and will be available to view on the CLC Welcome website and a communication will be sent to the applicant to confirm the outcome of their application.

All successful applicants who firmly accept the offer of a place will be sent key information on the College's fee policy, the complaints and appeals procedure, terms and conditions and the College's academic regulations. Arrangements for registration and induction for new students will also be communicated during the application cycle, and will be co-ordinated by the Admissions Office.

Deferred entry is granted at the discretion of the admissions staff. Applicants should indicate that they wish to defer entry on their application form. Applications for deferred entry will be considered equally up until the point of confirmation. Normally deferred entry is granted for one year only. Applicants who decide to defer after accepting a place at the College for the current cycle will be considered on an individual basis.

Admission to some programmes may require additional stages to the selection process such as an interview or the requirement of a portfolio. In these cases any additional requirements will be clearly stated in the College prospectus and entry profiles. Applicant interviews may be introduced as part of the selection process for any course offered at the College provided it is communicated to applicants via the College website and prospectus, wherever possible.

The outcome, including feedback for unsuccessful applicants will be returned to the Admissions Office along with the paperwork relating to the applicant. Where there is an interview requirement applicants will be notified of the date, time and location through their CLC Welcome website. Interviews and decisions on the applications for

programmes where an interview is required will be made by an Admissions Tutor for the programme, and these decisions will be processed by the Admissions Office.

Admissions Decisions

The admissions decision will be based on the information supplied by the applicant. It is the applicant's responsibility to ensure that all pertinent information is supplied on his/her application. The omission of such information, or the supply of inaccurate information, may invalidate the application and, where relevant, any subsequent offer or acceptance of a place.

Any fraudulent or incomplete application including those which have been detected through UCAS plagiarism software will be forwarded to the CEO for consideration which may result in the withdrawal of an offer or termination of a registration if a student has progressed to studying at the College.

Applicants with criminal convictions

To help the College reduce the risk of harm or injury to our students and staff caused by the criminal behaviour of other students, applicants are required to inform us of any relevant criminal conviction. Relevant criminal offences include convictions, cautions, admonitions, reprimands, final warnings, bind over orders, or similar involving one or more of the following:

- any kind of violence including (but not limited to) threatening behaviour, offences concerning the intention to harm or offences which resulted in actual bodily harm;
- offences listed in the Sex Offences Act 2003;
- the unlawful supply of controlled drugs or substances where the conviction concerns commercial drug dealing or trafficking;
- offences involving firearms;
- offences involving arson;
- offences listed in the Terrorism Act 2006.

If an applicant has a relevant criminal conviction that is not spent, they must declare it. Please note that they do not need to include convictions, cautions, warnings or reprimands which are deemed 'protected' under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013).

Guidance and criteria on the filtering of these cautions and convictions can be found on the Disclosure and Barring Service website (<https://www.gov.uk/government/collections/dbs-filtering-guidance>). If a person does not re-offend during their rehabilitation period, their conviction becomes 'spent' (as defined by The Rehabilitation of Offenders Act 1974). Convictions that are spent are not considered to be relevant and you should not reveal them. It should be noted that certain offences are never spent.

Please note for programmes in Teaching, Health, Social Work or programmes involving work with children and vulnerable adults, any criminal conviction including sentences and cautions (including verbal cautions), reprimands, final warnings and bind-over orders is exempt from the Rehabilitation of Offenders Act 1974 and must be disclosed.

Failure to declare a relevant criminal conviction may result in an application being withdrawn or made unsuccessful, and if you are convicted of a relevant criminal offence after you have applied, you must inform us. Continuing students will be expected to declare any relevant criminal conviction immediately and will be required to confirm at re-enrolment that they understand this.

Appeals

An appeal is a request for reconsideration of an application decision and can only be requested after an applicant has received feedback on the reason for their original rejection. Appeals will not be permitted from parents, sponsors or employers of applicants. However, in cases where an applicant is under the age of 18 or has a mental health issue or disability which might impinge on their ability to make an appeal, a third party may be nominated to progress the appeal for them. Applicants do not have a right of appeal against the academic or professional judgement about the applicant's suitability for entry to a particular programme.

However, if following receipt of feedback, an applicant feels an error has occurred, they can request a formal review of the selection decision if pertinent information was missing from the original application, there had been a misinterpretation of information or data contained within the original application with procedural anomalies in the handling of the application and that there is evidence of prejudice or bias on the part of College or Partner Institution staff.

The request for a review must be made in writing to the CEO, and should be received within 28 calendar days of the provision of feedback. On receipt of a request, the CEO will review the application, referring to relevant admissions staff where appropriate, and will respond in writing within 28 calendar days. It is expected that these deadlines will be adhered to, however in exceptional circumstances the time periods may need to be extended, either for the applicant or CEO. In such cases the applicant will be notified. The applicant will be informed in writing of the outcome of the appeal and given an explanation for the decision which has been reached. The decision of the CEO is final and there is no further right of appeal.

Complaints

Applicants may complain if they are dissatisfied with the service they have received regarding an application or any other aspect of the admission procedure. Complaints relating to admissions will be managed in accordance with the College's Complaints Procedure. The procedure cannot be used as a means to change a selection decision. However, if the investigator believes there are grounds for an appeal against the selection decision, they may advise the applicant to submit a formal appeal. In the

event that an applicant submits both an appeal and a complaint, the applicant's appeal will be addressed first, as satisfactory resolution can often remove the need for a complaint to be made. On conclusion of the appeal process the applicant will be asked if they still wish to make a complaint.

Data Protection

All applications to City of London College are covered under the Data Protection Act 2018. The information provided in applications will only be used for admissions purposes and will form part of the student's record if they accept a place. The information will be confidential between the applicant, the College and any other parties the applicant has consented to as part of the application process. However, City of London College may have to release information to authorised outside agencies, such as the police or the Home Office, to prevent or detect fraud.

The College acknowledges that the application of Condition C5 is especially important in this section, ensuring that the treatment of applicants is consistent, inclusive, and non-discriminatory, and further confirms that any variation in offers or entry requirements are justifiable and documented to ensure procedural fairness.

5. Offer Communications and Terms

The College's Offer letters clearly state:

- The conditions of the offer (e.g., grades, interview performance)
- Course information, including modules and teaching format
- Fees and all known additional costs
- Terms and conditions relating to acceptance, deferral, or withdrawal
- Key dates and the right to cancel within the cooling-off period

The College ensures that all terms are fair, written in plain English, and do not create a significant imbalance to the detriment of the applicant, in line with CMA expectations on fairness of terms and OfS Condition C5's expectations of fair engagement.

6. Review and Monitoring

The College confirms that this policy is reviewed annually by the Academic Board & the Quality & Standards Committee prior to approval from the Board of Governors. Updates are made in response to changes in law, guidance from the OfS or CMA, and internal audits. Staff involved in admissions and applicant communications receive annual compliance training, including updates on CMA and OfS requirements.

The effectiveness of fair treatment under Condition C5 is monitored through analysis of applicant outcomes, complaint themes, and equality impact assessments.

Annex A: College compliance with OfS & CMA guidance and criteria

The introduction serves as a foundational statement of the College's responsibilities and values in student recruitment. It affirms the commitment not only to consumer protection and student information rights but also to dignity, inclusion, and fairness throughout the admissions journey.

The College demonstrates how its admissions and information practices meet the following core regulatory requirements as follows:

Condition C1: Guidance on Consumer Protection Law

The College demonstrates adherence to consumer protection law, as defined by the CMA, in its admissions materials and procedures by implementing robust processes for:

- Publishing transparent entry criteria
- Ensuring that offer conditions and deadlines are clearly communicated and not unfairly restrictive
- Allowing applicants to understand and agree to terms and conditions before accepting an offer
- Handling complaints effectively and fairly

Condition F1: Provision of information to students

The College ensures that students are given timely, accurate, and accessible information about their course and the terms of admission, including:

- Entry requirements and selection criteria
- Course fees and any additional costs
- Teaching, assessment, and support arrangements
- When and how course changes will be communicated
- The College ensures that this information is available:
 - Before an application is made (pre-contractual stage)
 - During the admissions process and when an offer is made prior to enrolment and formal contractual agreement

Condition C3: Student Protection Measures

The College has implemented effective and credible arrangements to protect the interests of students if a course, campus, or the College as a whole were to close. As part of this, the College has produced a Student Protection Plan (SPP) that:

- Sets out the risks to the continuation of study and how these risks will be mitigated
- Includes measures to ensure that students can complete their studies or transfer with minimal disruption
- Covers admissions-stage considerations, such as informing applicants about risks associated with new or restructured courses
- Is accessible to current and prospective students and written in clear, understandable language

Initial Condition C5: Treating Students Fairly

Introduced by the OfS to reinforce the principle of fairness in student experience and institutional behaviour.

The College confirms that its practices ensure that all students are treated fairly, including during recruitment, admission, and throughout their course. Fair treatment includes:

- Consistent application of admissions criteria
- Avoidance of discriminatory practices or unjustified disparities in offer-making
- Respect for the dignity, rights, and individual needs of students
- Clear communication and engagement with students about decisions that affect them

Condition C5 links closely with Conditions C1 and F1, ensuring fairness is not just legal but embedded across all student interactions. Together, these OfS conditions ensure that students, as applicants and future learners, are fully informed, respected, and protected—both in terms of their decision-making and their rights within the admissions process. This aligns directly with the CMA’s consumer rights guidance, which supports:

- Clear, timely, and accurate information to support informed student choice.
- Transparent and fair admissions terms, with all criteria made public.
- Accessible complaints, appeals, and redress processes.
- Reasonable protections for applicants in the event of institutional change, closure, or course suspension.
- A positive admissions experience grounded in respect, equality, and transparency (as required under Condition C5).

- This policy ensures the College complies fully with OfS Conditions C1, F1, C3, and C5, while upholding the highest standards of governance, equity, and public trust.
- By embedding the new OfS Initial Condition C5: Treating Students Fairly, the College acknowledges its legal and ethical obligation to ensure:
 - Admissions practices are free from bias or inconsistency
 - Applicants are engaged with respectfully and transparently
 - No applicant is misled, disadvantaged, or excluded without justification
 - Admissions criteria are applied equitably across all applicants.
- Condition C5 supports and reinforces Conditions C1 (Consumer Law compliance), F1 (Provision of Information), and C3 (Student Protection), making fairness not just a principle but a regulatory requirement. This creates a joined-up approach to regulation, where information, rights, fairness, and protection all co-exist within the same institutional framework.
- By adopting this admissions policy, the College signals its commitment to ethical leadership, responsible governance, and the highest standard of experience for its future students.

The End