

INTO UK Admissions Policy

1. Introduction

- 1.1 Our UK INTO Centres will endeavour to ensure that policies and procedures used to admit students are clear, fair and explicit, are consistently applied, and are compliant with relevant legislation. This policy sets out the principles and procedures used to select and admit new students to INTO's UK Centres.
- 1.2 The policy takes account of relevant national legislation including the Data Protection Act 2018 and retained version of the General Data Protection Regulation (UK GDPR), Equality Act 2010 and consumer protection legislation. INTO is committed to ensuring compliance with the Competition and Markets Authority's guidance for higher education providers on consumer protection law (the "CMA guidance") in the information that it provides to applicants.
- 1.3 INTO is committed to the principles of fair admissions and fair access through the recruitment of students who demonstrate potential to benefit from the higher education experience we offer, irrespective of their social, cultural or economic background.

2. Use of Agents

- 2.1 INTO may appoint agents – who may sometimes also be referred to as Education Counsellors - to work on its behalf. The Global Recruitment Unit has responsibility for the selection and appointment of such agents and manages the relationship with them.

3. Responsibility for UK's Central Admissions services

- 3.1 Applications are managed and processed centrally by the UK Central Admissions (UKCA) team, who review applications against the agreed published entry criteria.
- 3.2 All assessments made by UKCA are done in accordance with the entry requirements only. If a student falls outside of these requirements, they may, at UKCA's discretion, be referred to the relevant INTO Centre for consideration. The INTO Centre will base their consideration on the overall application, to include the applicant's life/work experience and transcript grades.
- 3.3 No deviation from the entry requirements is made by UKCA staff.
- 3.4 INTO is committed to providing accurate admissions and programme information which is clear, comprehensive and easily accessible to all applicants. Admissions and programme information, including typical entry requirements, is published on our website at <https://www.intostudy.com/en-gb/admissions>
- 3.5 At the offer stage, INTO will ensure that applicants are provided with the necessary pre-contract information to ensure that applicants are able to make an informed decision about whether to accept an offer.

4. Selection Criteria

- 4.1 INTO welcomes applications from appropriately qualified students offering a wide range of qualifications. Applications may be submitted via an appointed agent (or Education Counsellor) of INTO or by the student themselves, using the online application form at instudy.com, the Partner Portal, or application forms which can be found in INTO brochures and other programme marketing materials.
- 4.2 INTO will consider applications against published entry requirements based on their academic and English language grades to date, predicted academic grades and other evidenced information that is required for the programme to which the applicant has applied.
- 4.3 In addition to academic qualifications, when selecting applicants INTO may also take into account information provided within a personal statement and/or reference, particularly where this reveals extenuating or mitigating circumstances which may have affected academic performance.
- 4.4 Any documents submitted as part of an application to a programme of study at an INTO Centre which are written in a language other than English should be accompanied by a translation, conducted by a certified professional.
- 4.5 INTO reserves the right to invite any applicant to a virtual interview to further assess an applicant's suitability.
- 4.6 INTO programmes that require a portfolio assessment will be referred to the individual INTO Centre for consideration alongside central verification of the applicant's academic and English language grades.
- 4.7 INTO expects that an applicant will provide full and accurate information in order to be considered for admission onto an INTO programme at an UK INTO Centre. INTO reserves the right to reject an application on the basis of integrity in an application or supporting documents, and to withdraw an offer made on the basis of an application that is found to contain fraudulent or plagiarised information, or where it believes information may have been withheld.
- 4.8 Late applications for each intake will be considered at the individual INTO Centre's discretion, and appropriate offers will be made if agreed and places are still available.
- 4.9 When determining entry requirements and assessment processes for programmes and when applicable, INTO will take into account professional body requirements that apply to particular programmes, including statutory safeguarding and fitness to practice requirements.
- 4.10 INTO aims to make decisions on complete applications in a timely manner.
- 4.11 For applicants using an Education Counsellor, all communications regarding the status of an ongoing application will be conducted between INTO and the Education Counsellor. For applicants who are being assisted by INTO's Enrolment Services team, communications will be conducted between INTO and the applicant themselves.
- 4.12 In order to accept an offer of a place on an INTO programme, applicants must return the acceptance forms which constitute part of the materials sent out to them when the offer was made. Formal acceptance of an offer of a place on a programme may also require an initial payment against the full tuition and accommodation fees, along with other requirements as set out in the Terms and Conditions.

5. Student visas

- 5.1 Applicants requiring a student visa to study in the UK will be issued with a Confirmation of Acceptance for Studies (CAS), provided that they meet the relevant criteria. A CAS is a unique reference number which is assigned and used by UKVI. 'Pre-CAS' checks, mirroring those undertaken by UKVI and designed to minimise visa refusal numbers, are undertaken by both UKCA and the Visa Support Services (VSS) teams during the Admissions process. **Being made an offer to study does not guarantee that an applicant will be issued with a CAS.**

5.2 Applicants in receipt of a CAS issued by INTO are expected to use this to apply for a student visa to study their programme in the UK as soon as possible, and should keep UKCA updated about the progress of their visa application (including the outcome of the application), and anticipated arrival date into the UK.

6. Communication – public information

6.1 INTO aims to provide clear, accurate and transparent information about its programmes in all of its marketing materials across all medium (i.e. print and digital) enabling applicants to make informed choices. The main source of information on entry requirements can be found in:

- INTO websites: Student facing B2C (www.intostudy.com) and Education Advisors portal B2B (<https://partnerportal2.intoglobal.com/en/>)
- Centre Brochures
- Programme leaflets and flyers

6.2 Changes to entry requirements post publication of printed materials will be communicated as soon as possible via the INTO websites.

7. Deferrals

7.1 Deferring entry to a future intake for the programme of study is recognised as an option, subject to the relevant INTO Centre's terms and conditions. Where an applicant who has already deferred entry subsequently makes a further deferral request, this will be allowed at INTO's discretion.

7.2 INTO reserves the right to withdraw an awarded scholarship and or incentive discount, in the event that an applicant elects to defer entry to a subsequent intake.

8. Under 18s

8.1 Successful applications who will not have reached the age of 18 years at the point their programme begins should be aware that they are applying to study in an adult environment. INTO may be required to restrict some of the applicant's activities until they reach the age of 18. The relevant policy can be found [here](#)

9. Equality and Diversity

9.1 INTO is committed to promoting equality and diversity, including within its admissions processes. As part of this commitment, INTO will ensure that people are treated solely on the basis of their abilities and potential, regardless of age, disability, gender reassignment or trans identity, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, sexual orientation, trade union membership or non-membership, socio-economic background, or any other inappropriate distinction.

9.2 Notwithstanding the above, in the course of the application process INTO will ask applicants to disclose certain information, which may include disclosing details of any relevant criminal convictions. INTO retains the right to refuse entry to any applicant with a criminal conviction that may jeopardise the applicant's ability to obtain a visa to study in the UK, or that may jeopardise the security and safety of INTO's students and staff, or where professional body requirements related to programme specific regulations apply. These checks are solely in line with our immigration compliance responsibilities, as this information is a mandatory part of the CAS application process for applicants who require visa sponsorship to study in the UK.

9.3 Consideration of support requirements for applicants with disabilities will remain entirely separate to the academic assessment against entry criteria.

10. Student protection –closures and/or changes to programmes

- 10.1 In exceptional circumstances INTO may close a programme, when it is not viable to run or when the student experience will be compromised.
- 10.2 If a programme does close at one of our Centres, INTO will inform affected applicants and identify suitable alternatives as soon as possible and without undue delay. Student's rights, and INTO's obligations, in the event of programme closures and other exceptional occurrences are laid out in INTO's Student Protection Plan (see link below).
- 10.3 INTO undertakes a continuous review of its programmes and services to ensure quality enhancement and sometimes it may be necessary to make changes. INTO recognises that making an application to higher education is an important decision and we are committed to communicating any changes to programme information such as location, mode or teaching method, as soon as is possible and wherever possible before an offer is made and accepted. If such changes are made, INTO's websites will also be updated to reflect the changes. These changes will usually be for one or more of the following or similar reasons:
- To make updates to programmes to reflect best practice or new academic developments and to refresh curricula to ensure their currency for the benefit of students.
 - To improve and enhance students' experience of a programme or to incorporate changes arising from student feedback for the benefit of students.
 - To meet external, professional or accrediting body requirements.
 - To safeguard academic standards, for example, in response to external examiner feedback.
 - As a result of minimum numbers for the programme not being met and as such the student experience is compromised.
- 10.4 INTO recognises that the acceptance of an offer by a student concludes a contract between the student and INTO, and that any subsequent changes must comply with consumer protection law.

11. Fees

- 11.1 INTO UK Centre fees will be published on INTO websites: www.intostudy.com and <https://partnerportal2.intoglobal.com/en/>.
- 11.2 INTO requires all applicants to provide evidence that they have access to sufficient funds to pay tuition fees and living expenses during their studies. INTO may also require applicants to pay an initial payment deposit for tuition and accommodation fees, details of which are set out in INTO's Terms and Conditions at <https://www.intostudy.com/en/terms>.

12. Data Protection

Application data is recorded, held and processed in accordance with the requirements of the Data Protection Act 2018 and the UK GDPR. The information given on the application form will be used to enable INTO to perform a contract with the applicant, to comply with legal obligations, and for INTO's legitimate interests. Further details of how INTO will process an applicant's data can be found in the relevant Privacy Notice at <https://www.intostudy.com/en/legal-and-privacy-policy>.

13. Feedback, appeals and complaints.

13.1 It is recognised that occasionally applicants may have reason to question or express an opinion to INTO about its decision or the way in which their application has been handled, but only if there is significant new information which for good reason was not made available either on the original application or during the application procedure. For the avoidance of doubt, applicants shall have no right of appeal against a decision not to offer them a place on an INTO

programme based on academic grounds. Complaints may only be submitted on grounds of procedural irregularity or where there is evidence of any action or decision which is not consistent with this Admissions Policy. In this situation, a complaint should be made on an individual basis by the applicant. Complaints made by a third party will not normally be considered. Applicants should raise the matter within 10 working days of the action causing concern and should direct their query as follows:

- Students who have applied via an Education Counsellor are advised to first direct their query/complaint to them, who will then liaise with INTO accordingly.
- Students who have not applied via an Education Counsellor, and are working with the INTO Enrolment Services team, can write to:
applicant.concerns.uk@intoglobal.com
- All students are also free to write directly to UK Admissions at
admissions.concerns.uk@intoglobal.com

13.2 Due to the large number of applications we receive, we are unable to provide feedback to unsuccessful applicants routinely.

14. Linked policies

- 14.1 [Under 18s Policy for INTO UK Centres](#)
- 14.2 Terms and Conditions (<https://www.intostudy.com/en/terms>)
- 14.3 Student Protection Plan (<https://www.intoglobal.com/media/vdyj2ifq/student-protection-plan.pdf>)
- 14.4 [Student complaints procedure](#)
- 14.5 Privacy policies (<https://www.intostudy.com/en/legal-and-privacy-policy>)

Version	Version information	Date
1.0	Document created	March 2021