

## INTO UK Admissions Policy

### 1. Introduction

- 1.1 Our UK INTO Centres will ensure that policies and procedures used to admit students are reliable, fair and inclusive, and are compliant with relevant legislation. This policy sets out the principles and procedures used to recruit, select and admit 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, Human Rights Act 1998, Higher Education and Research Act 2017, and applicable consumer protection legislation. INTO is also committed to ensuring compliance with the Competition and Markets Authority's guidance for higher education providers on consumer protection law (the "CMA guidance").
- 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 each of the INTO Centres offer. INTO also aims to achieve a student community that is balanced and diverse in terms of experience and background, recognising the educational as well as cultural benefits that this brings.
- 1.4 We recruit students by:
  - Providing clear and transparent admissions information to prospective applicants;
  - Operating a fair and inclusive admissions process;
  - Encouraging applications from the widest range of educational, social and cultural backgrounds.
- 1.5 We are committed to providing a fair, effective and professional admissions service which is consistent with good practice as set out in the Quality Assurance Agency's Quality Code and in line with UK consumer protection legislation.

### 2. Use of Education Counsellor

- 2.1 INTO may appoint Education Counsellors– who may sometimes also be referred to as Agents - to work on its behalf. The Global Recruitment Unit has responsibility for the selection and appointment of such Education Counsellors and manages the relationship with them.
- 2.2 INTO manages any arrangements with appointed Education Counsellors effectively and implements checks to ensure that Education Counsellors are obliged to comply with all relevant legislation and provide a good service to students.

### 3. Responsibility for UK's Central Admissions services

- 3.1 The UK Central Admissions (UKCA) team has responsibility for managing INTO's student admissions and procedures; providing advice and support to enquirers and applicants; assessing applications against the agreed published entry criteria; making offers on behalf of INTO Centres and developing and managing effective systems for admissions. Further information about the UKCA team can be found here: [INTO UKCA Education counsellor 2020-06-19.pdf](#)

3.2 All application assessments made by UKCA are made in accordance with the entry requirements. 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. Circumstances where UKCA may refer cases to the relevant INTO Centre may include, but not be limited to, the following:

- Entry requirements request it;
- The applicant falls below set entry requirements, but is close enough for UKCA to believe they should be considered;
- There are no set entry requirements;
- Visa reasons – for example, where academic progression is unclear.

3.3 No deviation from the entry requirements is made by UKCA staff.

3.4 At the offer stage, INTO will ensure applicants are provided with the necessary information to ensure they are able to make an informed decision about whether to accept an offer.

#### **4. Information for prospective students and applicants**

4.1 INTO aims to provide clear, accurate and easily accessible information about its Centre's programmes in all of its marketing materials across all medium (i.e. print and digital) enabling applicants to make informed choices. Admissions and programme information, including detailed information about entry requirements, can be found in:

- INTO websites: Student facing (<https://www.intostudy.com/en-gb/admissions>)
- INTO Centre Brochures
- Partner Portal

4.2 INTO aims to provide accurate and up-to-date information in all publications, however, as the print brochures, leaflets and flyers are published prior to the beginning of a programme, applicants should always refer to INTO's website for the most up to date admissions and course information. Changes to entry requirements post publication of printed materials will be communicated as soon as possible via the INTO websites.

#### **5. Entry Requirements**

5.1 . To ensure that all applicants are prepared for their studies, each INTO programme has entry requirements which applicants will need to fulfil. Applications may be submitted via an appointed Education Counsellor of INTO or by the student themselves, using the online application form at [intostudy.com](https://www.intostudy.com), the Partner Portal, or via application forms published in INTO brochures and other programme marketing materials.

5.2 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. Each applicant is assessed on an individual basis.

5.3 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.

5.4 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 must be accompanied by a translation, conducted by a certified professional.

5.5 INTO reserves the right to invite any applicant to a virtual interview to further assess an applicant's suitability.

5.6 INTO programmes that require a portfolio assessment may be referred by the UKCA team to the relevant INTO Centre for consideration alongside central verification of the

- applicant's academic and English language grades.
- 5.7 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 will not accept an application, and/or will 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.
- 5.8 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. INTO aims to make decisions on complete applications in a timely manner. The current SLA is for these to be made within 2 working days of receipt.

## 6. Application process

- 6.1 INTO recognises the importance of keeping applicants informed and aims to provide effective updates at key points during the admissions process. INTO will usually communicate with applicants by email. 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.
- 6.2 INTO sends a range of communications to applicants which include the following:
- Acknowledgment of receipt of an application;
  - Confirmation that a decision has been made on the application;
  - Confirmation of the offer of a place on an INTO programme and the terms and conditions that apply;
  - Confirmation of meeting the conditions of any offer;
  - Enrolment information.
- 6.3 Successful applicants will receive an offer of a place on an INTO programme from the UKCA team. The offer will either be conditional on the basis of qualifications or requirements yet to be completed, or unconditional. Any applicant receiving an offer will be able to view within it a link to INTO's Terms and Conditions, which provide further information about the commitments INTO and the applicant make when the applicant accepts an offer.
- 6.4 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.

## 7. Student visas

- 7.1 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.**
- 7.2 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.
- 7.3 If an applicant requires a student visa to study in the UK but will not be eligible for a visa to

study on their programme, INTO may not be able to offer the applicant a study place. If a place has already been offered at the point INTO becomes aware of the applicant's ineligibility for a student visa, INTO may withdraw their offer.

## **8. Deferrals**

- 8.1 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 the discretion of the relevant INTO Centre.
- 8.2 INTO reserves the right to withdraw an awarded scholarship, in the event that an applicant elects to defer entry to a subsequent intake.

## **9. Applicant conduct and behaviour**

- 9.1 INTO is committed to ensuring that interaction with applicants is conducted in a professional, courteous and respectful manner and it expects that communication from applicants is conducted in the same way. INTO will not tolerate inappropriate behaviour or language towards its employees or members of the wider INTO community during the admissions process. Hostile, aggressive or otherwise inappropriate behaviour or language, whether expressed verbally or in writing, will be viewed seriously and may adversely affect the consideration of an application. INTO will normally warn an applicant that their behaviour or language is inappropriate and that action is being considered, but where the behaviour or language is particularly inappropriate no warning need be given before action is taken. Such action may include the withdrawal of an offer or the rejection of a current or future application. Conduct which constitutes a criminal offence will be referred to the relevant authorities.

## **10. Under 18s**

- 10.1 INTO encourages applications from suitable students who are over 16 years of age at the point of their course commencing.
- 10.2 Outside of the application process itself, there may be age-related limitations to a student's fitness to study and practice. Successful applicants who will not have reached the age of 18 years at the point their programme begins should therefore be aware that they are applying to study in an adult environment, and INTO may be required to restrict some of the applicant's activities until they reach the age of 18. Applicants under the age of 18 should familiarise themselves with the relevant policy, which can be found [here](#).

## **11. Equality and Diversity**

- 11.1 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.
- 11.2 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 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.

- 11.3 INTO welcomes applications from applicants with disabilities. All applications are assessed following standard selection procedures and consideration of support requirements for applicants with disabilities will remain entirely separate to the academic assessment against entry criteria.
- 11.4 INTO seeks to enable students to achieve their potential and provides a range of support to facilitate this. Occasionally, a student may be deemed not fit to begin or continue their registration at an INTO Centre. Further information can be found in the relevant INTO Centre's Fitness to Study policy.

## 12. Student protection – closures and/or changes to programmes

- 12.1 In exceptional circumstances, an INTO Centre may close a programme for example, when it is no longer viable or when the student experience will be compromised.
- 12.2 If a programme does close at one of INTO's 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).
- 12.3 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.
- 12.4 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.

## 13. Fees

- 13.1 INTO UK Centre fees are published on INTO websites: [www.intostudy.com](http://www.intostudy.com).
- 13.2 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 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>.

## 14. Data Protection

Applicant 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>.

Applicant personal data may also be passed to government bodies or the Higher Education Statistics Agency (HESA). Further information about how HESA processes personal data can be found in the HESA Student Collection Notice: [Collection notices | HESA](#)

## 15. Feedback, appeals and complaints.

15.1 If an applicant is not satisfied with any part of the admissions process, they can register a complaint pursuant to INTO's complaints policy. If an applicant feels that they may have a cause for an appeal or complaint, 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](mailto:applicant.concerns.uk@intoglobal.com)
- All students are also free to write directly to UK Admissions at  
[admissions.concerns.uk@intoglobal.com](mailto:admissions.concerns.uk@intoglobal.com)

## 16. Linked policies

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

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