



UNIVERSITY
of
GREENWICH

University of Greenwich
Recruitment and Admissions Office
ADMISSIONS CODE OF PRACTICE

Head of Admissions
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1. Foreword

- a) This Code of Practice is intended to inform applicants to programmes of study at the University of Greenwich of the procedures and regulations relating to that application.
- b) Applying for a place at the university implies acceptance of this Admissions Code of Practice.
- c) The Recruitment and Admissions Office is responsible for implementing university and Faculty requirements for admissions. The division of responsibilities is clearly defined and in particular:
 - a. The target intake number is determined by VCG and further disaggregated to Faculties through Faculty/VCG negotiation
 - b. Entry criteria are established by the Faculties in discussion with Department Heads and Programme Leaders
 - c. Judging relative potential of applicants and matching to programme requirements is a matter for the Faculties, and may be delegated to the R&A office in straightforward cases (eg matching UCAS points between an application and a tariff)
 - d. Recruitment and admission to research degrees is the responsibility of the Faculties and the Postgraduate Research Office
- d) This Code of Practice will be reviewed and amended from time to time in order to ensure that it remains current and accurate.

2. Aims

The Recruitment and Admissions Office aims to:

- a) Conform to the QAA UK Quality Code for HE – Recruitment, selection and admission to Higher Education.
- b) Provide accurate and complete information to enable applicants to apply for the appropriate programmes.
- c) Ensure that decisions regarding admissions are made by staff who are equipped to make the judgements and are competent to undertake their roles and responsibilities.
- d) Ensure that admissions policies and procedures are clear, up-to-date, and followed fairly and efficiently.
- e) Ensure that selection criteria are fairly and transparently applied.
- f) Inform applicants, at the earliest opportunity, of any significant changes to any programme offered.
- g) Inform applicants who have accepted a place at the university about induction, registration and orientation to ensure efficient and effective integration as students.

3. Application Routes

3.1 UNDERGRADUATE PROGRAMMES (FULL-TIME MODE)

Applications to full-time undergraduate programmes should be via UCAS (the Universities and Colleges Admissions Service). Applicants applying from outside the European Union may apply directly to the university using the university's On-Line Application Form.

3.2 UNDERGRADUATE PROGRAMMES (PART-TIME MODE / DISTANCE STUDY MODE) AND POSTGRADUATE (TAUGHT) PROGRAMMES

Applications to Undergraduate Programmes (Part-time mode / Distance Study mode) and Postgraduate (Taught) Programmes should be made directly to the university using the university's On-Line Application Form.

3.3 POSTGRADUATE (RESEARCH) PROGRAMMES

Applications to Postgraduate (Research) Programmes should be made directly to the Postgraduate Research Office.

4. Selection Procedure

- a) Applications are considered on the information provided at the time of their submission.
- b) Applicants should research any programme that they wish to apply for prior to submitting their application. This will ensure that they meet (or will have met by the start of Registration) the minimum entry criteria, and that their application includes all the information required to assess their application including a complete Personal Statement and a suitable reference.
- c) Entry criteria are determined by the Faculties and may vary between programmes. Applicants are advised to refer to the programme details on the university's web-site to identify the minimum entry criteria for the programme being applied for.
- d) Faculties may choose to delegate the application of entry criteria to Admissions section staff in defined instances. Admissions staff will adhere strictly to the defined criteria with any variation being only at the discretion academic staff in the Faculties.
- e) Faculties will select students based on their academic and experiential background, who have demonstrated their potential to complete successfully their chosen programme of study, whatever their background. Where there is competition for places, candidates judged to be the most likely to successfully complete the programme will be offered a place.

- f) It is the responsibility of the applicant to demonstrate that they are able to meet the minimum entry criteria and have the potential to successfully complete the programme.
- g) Applicants may be subject to additional tests and/or interviews at the discretion of the university or where there is a statutory requirement (e.g.: for programmes relating to children or vulnerable adults). The university is unable to guarantee alternative dates if applicants are unable to attend the test/interview date offered.
- h) For programmes where students have contact with children or vulnerable adults, applicants will be subject to an initial Suitability Declaration followed by a Disclosure And Barring Service check (enhanced disclosure) and/or any other appropriate background checks, to ensure their suitability to study on the programme.
- i) Offers are made for a specific intake session. If an applicant does not register for that session, there is no right to be deferred to a later intake. Applicants may request to defer an application, to the following session/admission point, up to the end of the month after the specified start of session; after this date a new application may be required. Deferred applications will be subject to the Conditions of Entry and any other regulations that relate to the intake session to which they wish to defer.

4.1 SELECTION CRITERIA

- a) Offers made by the University or its Partner Colleges will be based on an assessment of an applicant's potential to fulfil the educational aims and learning outcomes of the programme.
- b) In considering each application for admission to a programme of study, the academic decision-maker will consider personal, professional and educational experiences that provide indications of ability to meet the demands of the programme.
- c) These will include:
 - i. Any academic study already achieved, qualifications already held and any qualifications that will be completed prior to registration.
 - ii. Any Prior Experiential Learning (Personal and/or Professional).
 - iii. The statement made by the applicant in support of the application, demonstrating an understanding of, and commitment to, the subject applied for.
 - iv. The Reference supporting the applicant, indicating the applicant's potential to achieve the standard required for the award.
 - v. The applicant's ability to meet other programme specific requirements (e.g.: eligibility to receive an NHS Bursary for Nursing and Midwifery programmes).

- d) Opportunities for study will be provided without any form of discrimination on non-academic grounds and in accordance with appropriate University policies e.g. the Race, Equality and Diversity Policies.

4.2 CONSIDERATION OF APPLICANTS WITHOUT RELEVANT FORMAL QUALIFICATIONS

- a) Offers made by the University or its Partner Colleges should assess an applicant's potential to fulfil the educational aims and learning outcomes of the programme successfully and achieve the standard required for the award.
- b) In considering each application for admission to a programme of study, the academic decision-maker may consider personal, professional and educational experiences that provide indications of ability to meet the demands of the programme.
- c) These may include:
 - i. Any academic study already achieved, including certificated learning, and in particular any certification that will be achieved prior to registration.
 - ii. Any prior experiential learning (personal and/or professional).
 - iii. The statement made by the applicant in support of the application, demonstrating an understanding of, and commitment to, the subject applied for.
 - iv. The reference supporting the applicant, indicating the applicant's potential to achieve the standard required for the award.
- d) The applicant *must* be interviewed by the Partner College or by the University to assess their capacity to benefit from and succeed on the programme for which s/he has applied.
- e) The interview must explore the following:
 - i. The nature and extent of the applicant's motivation for studying on the programme.
 - ii. The nature and extent of the applicant's knowledge of the subject matter of the programme.
 - iii. The nature and extent of any relevant experience that the applicant may have.
 - iv. The nature and extent of any preparation the applicant may have made for studying on the programme.
- f) On this basis, the interviewer should make a recommendation based on the following assessment:

- i. A very good applicant, who should *definitely* be accepted by the University.
 - ii. A good applicant, for whom the University should set specific academic requirements (e.g. attendance at study skills support).
 - iii. A reasonable applicant with potential.
 - iv. An applicant who might be reasonable but for whom more information is needed (e.g. reference from an employer; results from a course previously undertaken in another subject).
 - v. An applicant who might be reasonable but where the interviewer anticipates problems (details must be provided here).
 - vi. A weak applicant who would need a lot of support and might not succeed.
 - vii. A very weak applicant, who would not benefit, or benefit only marginally, from the programme.
- g) On this basis, the admissions tutor for the Department or College will make a decision. If the interview has been conducted by a Partner College, details of the interview and its outcome must then be forwarded to the School's Link Tutor for the programme for ratification.
- h) Any relevant certificated learning presented by an applicant will be assessed against the standard admissions requirements. Experiential learning can be assessed using a range of assessment tools, singly or in combination, e.g. by means of a portfolio of evidence; a focused interview or viva (covering the range of items described above); completion of a piece of work, or a reflective account/diary of the learning achieved.
- i) Details of the admissions process, including details of any interview and its outcome, should be included in the applicant's admissions record.
- j) Opportunities for study shall be provided without any form of discrimination on non-academic grounds and in accordance with appropriate University policies e.g. the Race, Equality & Diversity Policies.

4.3 ACADEMIC DECISIONS

- a) Where the academic decision-maker, normally the Programme Leader, believes that the applicant will be unable successfully to complete the programme applied for, an offer of a place on an alternative programme may be made.

- b) Academic decisions are based on the professional judgement of admissions staff and there is no right of appeal against their judgement.
- c) Where an applicant attends an interview, the academic decision will be based upon the applicant's performance assessed against programme specific criteria.

4.4 ACCURATE AND COMPLETE APPLICATION

- a) Honesty is regarded as an integral requirement for study at the university. Applications that are fraudulent or contain inaccuracies or plagiarism may be rejected, offers withdrawn or registrations revoked.
- b) The application should include ALL academic qualifications held and being studied. This includes lower level qualifications (e.g.: GCSE [or equivalent level] in English Literacy, Maths/ numeracy and ICT) as these will be an integral part of the selection criteria.
- c) It is essential that applicants submit as much information regarding their qualifications as possible. This will ensure that full consideration is given to the qualifications that they have achieved and those that they are currently studying. Applicants should include the details of any modules that were included in the subject as well as the grade or marks awarded for the module. This is especially important for applicants who have studied Edexcel, Access or degree programmes.
- d) Personal statements must be the applicant's own work
- e) The Reference must be from a person known to the applicant in an academic or professional capacity. References from family or friends cannot be accepted.
- f) Feedback may be requested by applicants whose application has been unsuccessful. Such requests must be made by e-mail to the Enquiry Unit but the university is not obliged to provide feedback or state the reason for the application being unsuccessful.

4.5 APPEALS

- a) Appeals may only be made where the university has failed to process the application correctly: there can be no appeal against the academic decision taken.
- b) If an applicant wishes to appeal they must send an e-mail to the Enquiry Unit and must include the application reference number, the details of the programme applied for and must identify how the university has failed to process the application correctly.
- c) The facts of the case will be investigated and considered by the Head of Admissions and the applicant informed of the outcome within 10 working days.
- d) If the appeal is justified, then the application will be re-considered in the normal way.

5. Recording and Communicating

5.1 RECEIPT OF INFORMATION

- a) Undergraduate full-time applications will be received through UCAS
- b) All other categories of application will be received through the on-line application form (OLAF)
- c) Only exceptionally will any other form of application (paper-based, spreadsheet, etc) be accepted as part as a transitional arrangement to one of the above normal channels
- d) Other information (Fee status, copies of qualifications, etc) may be received in a variety of forms – in each case they will be scanned if necessary and be held electronically as attachments to the original application
- e) Verbal information is not normally accepted. However in Clearing verbal information will be accepted as a trigger for further action and will require subsequent written confirmation

5.2 RECORDING INFORMATION

- a) All information relating to an application is held in the university's Banner Student Record System (SRS)
- b) Basic information will be recorded from electronic sources (UCAS or OLAF)
- c) Further information may be required to be recorded (eg applicant qualification codes) and this will be entered by Admissions staff
- d) Further associated detail will be scanned and held using the Xtender facility
- e) Decisions on applications are entered by Admissions staff and held on the applicant record
- f) Applicant records will normally be held indefinitely; applicants who are rejected or decline an offer will have their records held for two years beyond their year of application

5.3 COMMUNICATION WITH APPLICANTS

- a) Informal communication with applicants may occur in various contexts: telephone enquiries, emails, open day conversations, etc
- b) All formal communications (offer letters, application rejection, etc) will be implemented through the Admissions Communications Plan, separately documented
- c) In the case of a rejected application, the reason for rejection may be recorded on the applicant record and not routinely be communicated to the applicant, but be available on request

6. Disability

6.1 POLICY AND PROCEDURES RELATING TO THE ADMISSION OF STUDENTS DECLARING A DISABILITY

- a) The University of Greenwich welcomes applications from students with disabilities and the operation of admissions processes and application of entry criteria include consideration of the duty to promote equality.
- b) Offers of places on programmes of study at the university are subject to entry criteria which are decided upon in the design of programmes and which are related directly to learning outcomes and/or competence standards. Applications to study from people with disabilities will be assessed following the usual academic/experiential selection procedures. Where applications are successful the assessment of any support requirements will be dealt with separately. Wherever possible, adjustment to criteria will be made where it can be shown that an applicant with disabilities will be capable of meeting the programme's learning outcomes.

6.2 INFORMATION AND GUIDANCE FOR APPLICANTS WITH A DISABILITY

- a) Applicants with disabilities which are likely to have a significant impact on learning or where there may be access issues are advised to visit the university prior to making an application and/or contact the Disability & Dyslexia Team to request information.

Issues which applicants should consider include:

- i. Whether the programme involves inter-campus or inter-site travel.
 - ii. Whether there are compulsory field trips or placements.
 - iii. The accessibility of buildings used to deliver programmes.
 - iv. How the programme is delivered and assessed.
- b) The university holds several open days throughout the year which are advertised on the university website. Many of these questions can be addressed at these events.
 - c) In most cases the university is able to meet the needs of students with a disability and offers of admission are made on the assumption that reasonable adjustments can be made to allow access to programmes and facilities without substantial disadvantage. However, an offer of a place does not guarantee this.
 - d) At the time an offer of a place is made, applicants declaring a disability will be asked to complete a Disability Access Questionnaire. Timely return of the questionnaire will allow both the applicant and the university to consider whether reasonable adjustments can be

made. Following receipt of the questionnaire a Disability Adviser may need to contact the applicant to request further information.

- e) Where suitable adjustments cannot be arranged, the applicant will be informed as soon as possible and told how and why the decision was made. Where possible the university will provide guidance about other programmes where adjustments can be made.
- f) Where no alternative programmes can be identified or no reasonable adjustments can be made the university reserves the right to withdraw the offer of a place to study.
- g) All staff involved in admissions are trained to understand the policies and procedures relating to the admission of students with disabilities.

6.3 THE DISABILITY SUPPORT PROCEDURES

- a) Applicants will be assessed against academic/experiential entry requirements.
- b) Successful applicants will receive an offer and those declaring a disability (not including dyslexia) will be asked to complete a disability access questionnaire. Dyslexic students will not need to complete a questionnaire but will receive an information letter informing them of the support available.
- c) The completed questionnaire must be returned to the Disability & Dyslexia Centre
- d) The Disability Adviser will write to/email the applicant about disability services within the university and advise what they need to do to access reasonable adjustments once registered as a student. Applicants will also receive a reminder about their responsibility to consider and secure funding for any extra costs they may incur on the programme as a result of a disability. For Home-fee paying students this will involve applying for Disabled Students' Allowances in good time to ensure the funding is in place at the start of the programme. EU and international students will need to need to investigate possible funding from their own governments or private sources.
- e) Where applicable:
 - i. Information will be provided about how to contact the university's Health & Safety Unit to arrange a Personal Emergency Evacuation Plan (PEEP).
 - ii. Applicants with long term medical conditions will be asked to complete a care plan.
 - iii. Applicants with mental health difficulties will be advised about transferring care from their current Primary Care Trust/GP/mental health team.

- iv. If applicants are interviewed and request adjustments the School may decide to invite the applicant to discuss their needs arising from the disability **outside** the main interview
- v. If the information provided suggests that there may be difficulties in terms of access, costs, effects on others, or making adjustments to competence standards, the Adviser will contact applicant for further information and liaise with relevant staff within the university.
- vi. If difficulties are identified in making an adjustment the applicant will be informed and the case referred to a Disability Decisions Panel.

6.4 CLEARING

- a) Applicants with disabilities applying through UCAS Clearing are reminded that if they have not already made an application for DSAs (by the end of April) support may not be in place at the start of the academic year.
- b) Note: Some applicants applying through Clearing may have already secured DSAs in relation to different programmes or institutions, this funding can be transferred to the new programme.
- c) Staff making decisions about late applicants will bear this in mind. If the applicant provides information indicating they would be substantially disadvantaged they should be considered for deferral until the next academic year. Deferred offers cannot, however, be guaranteed as the programme may not be available and may be subject to changing conditions of entry.

6.5 WHAT CONSTITUTES A REASONABLE ADJUSTMENT?

- a) Issues to be considered in determining what is reasonable include:
 - i. Competence standards and whether reasonable adjustments can be made to the assessment of these standards.
 - ii. Financial resources available to the University.
 - iii. The extent to which it is practicable to make the necessary adjustment.
 - iv. Grants or loans likely to be available to disabled students for the purpose of providing support e.g. Disabled Students' Allowances, and whether this allowance is likely to be in place at the start of the programme.
 - v. Health and Safety requirements.
 - vi. The relevant interests of other people, including other students.

6.6 INTERVIEWING APPLICANTS WITH DISABILITIES

- a) Applicants invited to interview will be provided with the opportunity to declare any disability that may affect the interview process or impact on their study.
- b) If it is not possible to arrange the required adjustments in time for the scheduled interview it may be necessary to re-schedule.
- c) Applicants should not be questioned about the effect of the disability on study at the interview. If there is a separate disability access interview it will not be conducted by the same interviewer, unless this is unavoidable. Interview panels will seek further advice from the Disability & Dyslexia Team if required. If a Disability Adviser is unable to attend the disability access interview full notes should be sent to the team. Applicants will be asked to complete the access questionnaire as part of the interview process and this information will be passed to the Disability & Dyslexia Team.
- d) Post interview discussions will not normally be offered to students with dyslexia or other specific learning difficulties, long term medical conditions, mental health difficulties. If these conditions impinge on occupational health requirements, or fitness to practice regulations, these will be dealt with by the Occupational Health Advisor.

6.7 THE ROLE OF THE DISABILITY DECISIONS PANEL

- a) The panel should comprise – Disability Named Contact from the relevant School, programme leaders (or representative) and a senior manager, as well as others with a relevant interest e.g. Facilities Management, Room Management, and Health & Safety Unit. Where cost is an issue relevant budget holders will also be invited to attend.
- b) A Disability Adviser will attend ex-officio but for advice/advocacy, not in a decision making role.
- c) If, after consideration, it is decided that no accommodations can be made to meet the needs of the applicant, s/he should be informed and invited to consider an alternative programme where adjustments could be made. If this is declined or no suitable programme can be found, the offer of a place can be withdrawn.
- d) The decision of the Disability Decision Panel is final and there is no right of appeal against its decision.

7. Criminal Convictions

- a) Applicants to UCAS programmes should follow the guidance in the UCAS application procedure. Other applicants should adhere to the following guidance.

- b) It is the responsibility of the applicant to ensure that, if they wish to enter a profession, or gain professional accreditation, they check whether there is anything in their record, such as a criminal conviction, which would prevent this.
- c) Applicants who are applying to study on a programme relating to children or vulnerable adults **MUST** declare if they have a criminal conviction (including spent convictions). Applicants should check the Conditions of Entry to identify if a Criminal Conviction Declaration is required. Applicants should also refer to the Guidance Notes in the application form.
- d) If required to do so, applicants should answer the question “do you have any criminal convictions?”. Applicants who do not answer this question will be assumed to have no convictions.
- e) Applicants to other programmes should not answer this question.
- f) Applicants who are unsure if they should answer this question, should contact the University’s Enquiry Unit on 020 8331 9000.
- g) As a Registered Organisation using the Disclosure and Barring Service to assess applicants’ suitability for training for positions of trust, the University of Greenwich complies fully with the DBS Code of Practice and undertakes to treat all applicants for place on a programme fairly. It undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of conviction or other information revealed. The university is committed to the fair treatment of its students, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability or offending background. Having a criminal record will not necessarily bar applicants from a place on a programme; this will depend on the circumstances and background of the offence
- h) Failure to declare a criminal conviction or Caution during the application stage may lead to the cancellation of the application, withdrawal of offer or revocation of registration.

8. Fee Status

- a) The number of places available to students paying fees at the ‘Home’ rate may be limited.
- b) The fee status (Home or Overseas) of all applicants must be assessed. Where possible this will be based on information provided on the initial application. Where the status cannot be determined from this information a detailed Fee Status Assessment form will be sent to the applicant. Where no fee is due the status must be determined for statistical purposes.
- c) Applicants who have not demonstrated that they are eligible for fees at the ‘Home’ rate are automatically deemed to be liable for fees at the higher ‘Overseas’ rate. If an applicant is eligible to pay fees at the ‘Home’ rate it is important to ensure that their status is

determined while 'Home' places are still available. It is, therefore, important that applicants promptly complete and return the Fee Status Assessment Form, with appropriate evidence. Places cannot be held for applicants while awaiting the return of completed Fee Status Assessment Forms.

- d) Information explaining how Fee Status determined and the procedure for appealing against an assessment is available on the university's website.

9. Equal Opportunities Policy

9.1 GENERAL POLICY

- a) The University of Greenwich is committed to a policy of equal opportunity for all its students, irrespective of ethnic origin, disability, gender, marital or parental status, religion, social class, nationality, age or sexual orientation.
- b) In order to monitor the effectiveness of our Equal Opportunities Policy applicants are asked to provide equal opportunities data. This data is used solely for monitoring purposes and will not be taken into account in the selection process.
- c) At student registration, this information will form part of the student record and will continue to be used for monitoring purposes. Such use will be subject to the provision of the Data Protection Act 1998.

9.2 AGE OF APPLICANTS

- a) There is no minimum age to study at the university unless there is a professional requirement for a specific programme.
- b) The university is, however, unable to act in loco parentis, so students must ensure that they have the maturity to study in an adult environment.

10. Data Protection Act

- a) Application information is recorded electronically and is held indefinitely. The information given on the application form will be used for the following purposes only:
 - i. To enable the university to create a computer record of the application.
 - ii. To enable the application to be processed.

- iii. To enable the institution to compile statistics, or to assist other organisations or individual researchers to do so, provided that no statistical information that would identify the individual will be published.
 - iv. To enable the university to provide applicants/students with information about its facilities/services.
- b) Applications to the university are stored electronically. There is, at present, no time limit on the length of storage of these records.
 - c) The university will only discuss an application with a third party on the applicant's behalf if that person is specified on the application form and quotes the password to the Admissions staff.
 - d) Any use which is within the terms of the Data Protection Act 1998 and amendments.
 - e) Applications submitted through an accredited University of Greenwich Agent are deemed to have permission from the applicant for that agent to contact the university on their behalf and to allow the university to release details of the application to them.

11. Legal Requirements

- a) The University acts in accordance with English Law
- b) Applications from Outside of the European Economic Area (International Applications) are subject to the regulations of the United Kingdom Border Agency (UKBA).

12. Provision of Service

- a) The university undertakes to take all reasonable steps to provide educational services in the manner set out in the prospectus and in other documents.
- b) In the event that there should be significant and material change to any published material, the applicants affected will be contacted and advised accordingly, including when necessary advice on alternative suitable programmes.
- c) Should industrial action or other circumstances beyond the control of the university interfere with its ability to provide such services, the university undertakes to use all reasonable steps to minimise the resultant disruption to educational services.
- d) The university does not undertake any absolute obligation whatsoever to provide educational services in the manner specified in the prospectus or in any other document,

nor does it undertake any other obligation in respect of the provision of educational services which is more onerous than the obligations set out herein.

- e) This notice shall be a term of any contract between a student and the university.
- f) Any offer of a place made by the university is made on the basis that in accepting such an offer signifies consent to the incorporation of this notice as such a term of contract.