Admissions Policy and Procedures

With effect from 2026

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The policy sets out the principles and procedures which are used to select and admit new students to the University of Greenwich.	

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Version History

Date	Section
20.02.2026	Section B7 Freedom of Speech and Academic Freedom added to align with the University's Freedom of Speech Code of Practice.
06.07.2026	Section E18 Former Students Returning to Study added to align with University's Academic Regulations

INTRODUCTION AND SCOPE 4
A1 Applications Covered 4
A2 University Approval 4
A3 Relevant Legislation 4
A4 Review and Enquiries 4
B. PRINCIPLES 4
B1 Strategic Plan 4
B2 Fair Access 5
B3 External Guidelines and Practice 5
B4 Widening Participation 5
B5 Use of Agents 5
B6 Roles and Responsibilities for Decision making 6
B7 Freedom of Speech and Academic Freedom 6
C. PRE-APPLICATION ADVICE AND GUIDANCE 7
C1 General Admissions Information 7
C2 Applicant Visits 7
C3 When Changes Occur 7
D. APPLYING TO THE UNIVERSITY 7
D1 Undergraduate Full-Time 7
D2 Undergraduate Part-Time 8
D3 Postgraduate Taught and Research 8
D4 Postgraduate Research at Medway School of Pharmacy 8
D5 International Applications 8
D6 Apprenticeship Applications 8
D7 Withdrawing an Application 8
E. ENTRY CRITERIA AND SELECTION 8
E1 Qualifications 8
E2 General Literacy and Numeracy 9
E3 Responsibility for Entry Requirements 9
E4 Conditional and Unconditional Offers 9
E5 Holistic Approach 10
E6 Timescale 10
E7 Communication of Outcome 10

E8 Applicants Acceptance of Offer 10
E9 Deferrals 10
E10 Mitigating Circumstances 10
E11 Under 18s 10
E12 Applicants with Disabilities 11
E13 Degree Apprenticeship Applications 11
E14 Applicants with a Criminal Record 11
E15 Applicant Integrity 12
E16 Recognition of Prior Learning (RPL) 12
E17 Contextual Admissions 12
E18 Former Students Returning to Study 13
F. IMMIGRATION REQUIREMENTS FOR INTERNATIONAL APPLICANTS 14
F1 Applicants Requiring a Visa to Study 14
F2 Right to Refuse 14
F3 Additional Checks 14
F4 Applicant not Eligible 14
F5 Student Visa Sponsorship 14
F6 Confirmation of Acceptance for Studies (CAS) 15
G. FINANCIAL INFORMATION 15
G1 General Fee Advice 15
G2 Access to Sufficient Funds 15
G3 Fee Status 15
G4 Appealing a Fee Status Assessment Decision 15
H. DATA PROTECTION 16
H1 Recording and Use of Data 16
H2 Third Party Disclosure 16
H3 International Applications and Student Visa Sponsorship 16
H4 Agents 16
H5 Employers 17
I. APPEALS, COMPLAINTS AND FEEDBACK 17
I1 Definitions 17
I2 Feedback Procedure 17
I3 Appeal Procedure 17
I4 Complaints Procedure 18

J. RELATIONSHIP WITH OTHER POLICIES AND PROCEDURES 19
J1 Other Relevant Documents 19

INTRODUCTION AND SCOPE

A1 Applications Covered

This policy sets out the principles and procedures which are used to select and admit new students to the University of Greenwich. The policy covers admissions for all levels and modes of study in the University's academic portfolio, including apprenticeships and those courses taught at our partner and network colleges. It also covers undergraduate and postgraduate taught admissions for the Medway School of Pharmacy. Applications for postgraduate research at the Medway School of Pharmacy are covered by the University of Kent's Admissions Policy: www.msp.ac.uk/research

A2 University Approval

This policy is set by the University's Academic Council, under guidance from Admissions and Recruitment Managers and other senior managers within the institution. The policy is set in the context of other relevant University policies, which are listed in section J.

A3 Relevant Legislation

The policy also takes account of relevant national legislation including, the Rehabilitation of Offenders Act 1974, Race Relations Act 1976, Human Rights Act 1998, Data Protection Act 1998 / General Data Protection Regulation (GDPR), Freedom of Information Act 2000, Equality Act 2010, and consumer protection legislation. The University is committed to ensuring compliance with the Competition and Markets Authority's guidance for universities on consumer protection law (the 'CMA guidance') in the information that it provides to applicants[1].

A4 Review and Enquiries

This policy is reviewed every 3 years, or earlier where required, to ensure it remains current and aligns with sector best practice. Enquiries relating to this policy should be addressed to the Head of Admissions via aoc@greenwich.ac.uk.

B. PRINCIPLES

B1 Strategic Plan

The University's admissions service supports the mission, vision and organisational objectives detailed in our Strategic Plan. The University has a long and proud history of

[1] https://www.gov.uk/government/publications/higher-education-consumer-law-advice-forproviders.

delivering excellent teaching and learning, and of widening access to higher education to ensure that all who have the motivation and ability to succeed have the opportunity to realise their ambitions. We aim to help deliver a high-quality University experience through an engaging admissions service – often the first contact that a new student has with our institution. Information on the University of Greenwich's strategic plan can be found on our website at: https://www.gre.ac.uk/docs/rep/communications-and-recruitment/this-is-our-time-university-of-greenwich-strategy-2030

B2 Fair Access

The University of Greenwich is committed to the principles of fair admissions and fair access through the recruitment of students who demonstrate the potential to benefit from the academic experience we offer, irrespective of their social, cultural, or economic background.

B3 External Guidelines and Practice

The University is committed to providing an admissions service which is consistent with good practice as defined in the Quality Assurance Agency's (QAA) Code of Practice on Admissions to Higher Education, promoted by SPA (Supporting Professionalism in Admissions), and the QAA's Guide to Providing Information to Prospective Undergraduate Students[2]. We adhere to the guidelines and requirements of UCAS (University and College Admissions Service) and relevant accrediting professional bodies.

B4 Widening Participation

We aim to achieve a student community that is diverse and inclusive in terms of experience and background, recognising the educational and cultural benefits that this brings to us all and we are committed to providing a fair admissions service that reflects this. The University has a proud record of widening participation, and we encourage applications from the widest range of educational, social, and cultural backgrounds.
In line with the University's Equality, Diversity and Inclusion (EDI) Strategy, we are committed to removing barriers to access and ensuring that all applicants including those from underrepresented groups are treated fairly throughout the admissions process.
Admissions procedures are designed to promote equity, and reasonable adjustments will be provided where possible to ensure that no applicant is disadvantaged due to personal circumstances whilst maintaining admissions standards.

B5 Use of Agents

The University may appoint agents to work on its behalf. The International

[2] http://www.hefce.ac.uk/lt/provinfo/

Recruitment team has responsibility for the selection and appointment of such agents and acts on behalf of the University to manage the relationship with such agents.
The university may appoint agents to work on its behalf to supports its international recruitment efforts. The international recruitment team are responsible for:

- Selecting and appointing agents in accordance with university standards
- Managing and maintaining relationships with appointed agents
- Ensuring agents operate in line with the University's admissions policies and all relevant legislation including the UK Agent Quality Framework

All appointed agents act on behalf of the university and are expected to provide a good service to prospective applicants. The university regularly reviews agent performance to ensure quality and compliance.

B6 Roles and Responsibilities for Decision making

The University is committed to openness and transparency in its admissions decisions and will provide clear and accessible information about programme entry requirements. The University adopts a collaborative working approach between the Admissions Office, the Faculties and other relevant support services (including UK Recruitment and International Recruitment) to ensure a high-quality and effective admissions service. Admissions decisions will be made on behalf of the University by designated staff within the Admissions Office. These decisions will only be made by a fully trained and experienced Admissions Team based on the recommendations of academic tutors, International Directors (or designated colleagues) and according to the entry criteria as agreed by the faculty.
For apprenticeship applications, the decision is made in collaboration with the employer and various teams across the university, including Faculties, Apprenticeships Team, Compliance, and the Admissions Office.

B7 Freedom of Speech and Academic Freedom

In any matter falling under this policy, the University will have particular regard to, and place significant weight on, the importance of freedom of speech within the law, academic freedom and tolerance for controversial views in an educational context or environment. The University's commitments to freedom of speech and academic freedom are set out in the Freedom of Speech Code of Practice.
In the event of any conflict between this policy and the Freedom of Speech Code of Practice, the Freedom of Speech Code of Practice will take precedence.

C. PRE-APPLICATION ADVICE AND GUIDANCE

C1 General Admissions Information

The University is committed to providing accurate admissions and programme information, which is clear, comprehensive, and easily accessible to all applicants. Admissions and programme information, including detailed entry requirements criteria is published in our undergraduate and postgraduate prospectus and on our website at www.gre.ac.uk. Applicants should always refer to our website for the most up-to-date information. At the offer stage, the University 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.

C2 Applicant Visits

In recognition of the value of face-to-face advice and the importance of visiting the place of study, the University is committed to providing opportunities for applicants to engage with the campus, university staff, and students prior to registration. In addition to on-campus events, the University actively participates in external recruitment activities, including school visits, college fairs, and higher education exhibitions, to ensure prospective students receive accessible and personalised guidance.

C3 When Changes Occur

The University undertakes a continuous review of its programmes and services to ensure quality enhancement and sometimes it is necessary to make changes. We recognise that making an application to Higher Education is an important decision and we are committed to communicating, directly with applicants, 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. The University recognises that the acceptance of an offer by a student concludes a contract between the student and the University, and that any subsequent changes must comply with consumer protection law.

D. APPLYING TO THE UNIVERSITY

D1 Undergraduate Full-Time

Applications for **full-time undergraduate courses** are submitted via UCAS (University and Colleges Admissions Service). Detailed information on how and when to apply can be found at: www.gre.ac.uk/study/apply/ug.

D2 Undergraduate Part-Time

Applications for **part-time undergraduate courses** are submitted via the University's Online Application Form. Detailed information can be found at: www.gre.ac.uk/study/apply/ug.

D3 Postgraduate Taught and Research

Applications for **postgraduate taught and research courses** are submitted via the University's Online Application Form. Detailed information can be found at: www.gre.ac.uk/study/apply/ug.

D4 Postgraduate Research at Medway School of Pharmacy

Applications for **postgraduate research courses at Medway School of Pharmacy** are submitted via the University of Kent (www.msp.ac.uk/research) and considered in accordance with the University of Kent's own admissions policy and procedures.

D5 International Applications

Applications from international applicants may be submitted via an appointed agent of the University using the VAS (Virtual Admissions System) OR directly via the University's online application system OR via UCAS. Detailed information on how and when to apply can be found at: www.gre.ac.uk/international

D6 Apprenticeship Applications

Any application for a place on an apprenticeship must be nominated by the employer - applicants cannot apply directly to the University. Applicants without an employer are not eligible for an apprenticeship. For further information please see section E13.

D7 Withdrawing an Application

An applicant wishing to withdraw their application must write to **aoc@greenwich.ac.uk** in the first instance. Occasionally, it may be necessary for the institution to withdraw an application, and we will contact an applicant where this is necessary.

E. ENTRY CRITERIA AND SELECTION

E1 Qualifications

The University welcomes applications from those holding a broad range of UK, European and International qualifications. We use independently published guidelines within the sector when considering equivalence.

Please note, A Level General Studies cannot be used towards meeting a tariff requirement as part of an offer. Level 3 qualifications in the same subject, will only be counted once, with the qualification carrying the most UCAS Tariff points counted towards the total tariff.

Where qualification documents submitted in support of an application are in a language other than English, the University requires that applicants submit a copy of both the original, as well as a certified translation.

E2 General Literacy and Numeracy

In addition to academic entry requirements, the University requires that all students show their English language is at a level which allows them to successfully complete their chosen course of study. The University expects an applicant to demonstrate acceptable levels of literacy and numeracy. Specific criteria for a programme of study will be published on the University website. Where a statutory or professional body requirement requires a certain level of literacy or numeracy (such as for international students requiring a Student Visa, and some professional programmes), the University will ensure that its entry criteria satisfy this requirement.

E3 Responsibility for Entry Requirements

The Admissions Office and faculties work collaboratively to agree entry criteria and assessment processes for each programme on an annual basis, taking into account professional body requirements that apply to particular programmes, including statutory safeguarding and fitness to practice requirements.

Entry requirements are published on the University's website and in UCAS listings and are not normally changed during the cycle, expect during the Clearing period. Where programmes require additional checks or evidence, such as interviews, portfolios, or Disclosure and Barring Service (DBS) clearance, these will be communicated to applicants in advance and applied consistently.

E4 Conditional and Unconditional Offers

The University independently assesses all applications and makes conditional or unconditional offers based on academic potential and suitability for the programme. The University makes unconditional offers to applicants who at the time of application hold the appropriate qualifications we require for entry onto the programme of study. The University will not make unconditional offers to applicants who are pending required qualifications except in exceptional circumstances. By exception, unconditional offers may be made to some students in subject areas requiring the presentation of a portfolio, where the portfolio indicates a level of ability greater than the predicted grades, or to students who have prior work experience equivalent to the required entry qualification level.

'Conditional unconditional' offers can be defined as an offer made by a provider which is originally conditional but becomes unconditional if the applicant selects the offer as their firm (first) choice. The University does not make 'conditional unconditional' offers to applicants pending required qualifications.

E5 Holistic Approach

In making an admissions decision, each application will be treated on its individual merits. A range of information supplied will be taken into account, as well as performance at interview or assessment event, research proposal, or portfolio assessment, if required.

E6 Timescale

The University aims to consider applications and make decisions in a timely manner. Given the volume, range, and quality of applications we receive, we are not always able to make a decision immediately. The University will acknowledge receipt of an application within 24 hours of receiving it and will communicate with applicants via e-mail if further information is required.

E7 Communication of Outcome

Applicants will receive an e-mail communication regarding the outcome of their application. For those applying via an international agent, the agent will first receive notification of the outcome.

E8 Applicants Acceptance of Offer

Applicants are expected to respond to an offer using the appropriate method i.e. via UCAS, the international agent, or by emailing aoc@gre.ac.uk.

E9 Deferrals

Applicants wishing to defer the start of their course for a year, will be required to meet any conditions in time for the original start date. Where a deferral is agreed, it will be for one year only. A second deferral requests will not normally be possible, and such requests will be considered on a case-by-case basis.

E10 Mitigating Circumstances

The University is unable to consider mitigating circumstances affecting an applicant's performance in pre-entry qualifications (examples might include personal or family illness). We consider only the qualification results that are published to us from examination boards and awarding bodies, including appeal results.
See section E17 for details on our Contextual Admissions Policy.

E11 Under 18s

Successful applicants who will not have reached the age of 18 years at the point of registration should be aware that they are applying to study in an adult environment. In line with the University's policy for students under the age of 18 years, the applicant will only be admitted with the written authorisation of an appropriate adult, normally their parent or guardian. The University may be required to restrict some of their activities

until they have reached the age of 18. The policy can be found:
Https://docs.gre.ac.uk/rep/sas/under-18-policy
Please note: all applicants for an apprenticeship must be over the age of 18 years at the start of the course.

E12 Applicants with Disabilities

The University of Greenwich is committed to fostering an inclusive and accessible learning environment in line with the Equality Act 2010 and the principles outlined in its Equality, Diversity and Inclusion (EDI) Strategy.
The University welcomes applications from applicants with disabilities and will make reasonable adjustments to support applicants through the admission process where possible. All applications will follow the standard admissions process as outlined in Section E5.
Applicants are encouraged to disclose any disability as early as possible within their application so that appropriate support can be arranged. Disclosure will not affect the academic assessment of their application.
Our Disability & Dyslexia Team offers personalised advice, including support for mental health conditions, long-term medical needs, and assistive technologies. More information is available on the University website at www.gre.ac.uk/support/disability

Alternatively, applicants can contact the Wellbeing team via e-mail at wellbeing@gre.ac.uk or visit the Student Centre for in-person support.

E13 Degree Apprenticeship Applications

Applicants for apprenticeship programmes must be nominated by their employer as the University does not accept direct applications. Once nominated, applicants are required to complete an application form that enables the University to assess their eligibility for apprenticeship study. All applicants must meet the eligibility criteria set by the UK Government, as published annually by the Department for Education in the Apprenticeship Funding Rules, and must be at least 18 years old on the first day of learning. They are normally expected to meet the minimum entry requirements equivalent to those for standard degree programmes, although applicants may also be considered on the basis of relevant work experience or alternative qualifications. All applicants are required to attend an initial assessment interview with both their employer and a university representative.
More information on Degree Apprenticeships at the University of Greenwich can be found on the University website at: www.gre.ac.uk/apprenticeships.

E14 Applicants with a Criminal Record

From September 2019, applicants will not be asked to disclose details of criminal convictions when submitting an application to the University. Some of the University's programmes of study are exempt from the Rehabilitation of Offenders Act (1974), for

example teaching, nursing, social work, and others where studies require interaction with children and/or working with vulnerable adults in regulated activity. For such programmes, applicants will be asked to disclose information on any relevant criminal convictions and complete a Disclosure and Barring Service (DBS) check if invited to interview or offered a place on the programme.
Further information can be found on the entry requirements tab of the individual programme profile, which can be accessed via www.gre.ac.uk/undergraduate-courses for undergraduate courses and www.gre.ac.uk/postgraduate-courses for postgraduate. Where a statutory or professional body requires a certain procedure to be followed relating to criminal convictions or cautions for applicants to a particular programme, the University will ensure that the procedure is followed.

E15 Applicant Integrity

The University expects that an applicant will provide full and accurate information in order to be considered for admission. The University reserves the right to reject an application on the basis of integrity in an application or supporting documents, and to withdraw any offer made on the basis of an application that has been found to contain fraudulent or plagiarised information, or where it believes information may have been withheld. Where an enrolled student is subsequently found to have provided fraudulent, incomplete, or misleading information on their application, the student's registration will be terminated.

E16 Recognition of Prior Learning (RPL)

The University recognises that applicants may hold a wide range of qualifications and experiences. Applications based on prior certificated or experiential learning will be considered under the University's Recognition of Prior Learning (RPL) Policy. Clear guidance will be published for applicants, and decisions will be applied fairly and consistently.
In addition to the above, apprentices will be assessed for RPL in line with the relevant DfE funding rules and against the 'Knowledge Skills' and 'Behaviours' in the apprenticeship standard.

E17 Contextual Admissions

The University of Greenwich acknowledges the educational challenges faced by care leavers and care-experienced students. To support fair access, we may offer reduced entry requirements to eligible applicants, enabling them to benefit from higher education and fulfil their potential. Where appropriate, the University considers contextual information to recognise individual achievement in context. This may include factors such as:

- Time spent in care
- Residence in areas of low higher education participation (e.g. POLAR4 Q1)

- Socioeconomic background or other indicators of disadvantage

Contextual admissions decisions are made based on evidence. Eligible applicants may receive a reduced offer typically up to 16 UCAS points below the standard entry requirements provided all other conditions (e.g. GCSE grades, interviews) are met. Further details are available at: www.gre.ac.uk/study/apply/contextual-admissions

E18 Former Students Returning to Study

Declaration of previous study

All applicants must declare any previous study undertaken at the University of Greenwich, including applications made through Clearing. Failure to disclose previous study may result in an offer being withdrawn under the University's applicant integrity procedures (see section E15).

Former students returning to the same programme

- Former students who were discontinued for academic failure will not normally be permitted to return to the same programme.
- Former students who withdrew voluntarily may reapply, however, readmission to the original programme is at the discretion of the University.

Former students returning to a different programme

- Former students may apply to a different programme from the one they partially completed, provided that the applicant meets the entry requirements for the new programme at the time of application.
- If the new programme shares the same or similar modules with that of the programme they previously studied, admissions to the new programme will be at the discretion of the University.

Current students wishing to change programmes

- Current students who wish to change programme should do so by contacting the Programme Leader for their current programme as well as the Programme Leader for the programme they wish to change to. If approval is given, Programme Leaders will complete the Programme change form for students.

Students returning to study who wish to use credit from previous study will be subject to the University's Recognition of Prior Learning (RPL) Policy (as per section E19).

The above does not apply to:

- students progressing to a higher-level award after successfully completing a lower-level award;
- students who have successfully completed a degree and are applying for a new degree in a different subject area.

Such applicants should apply through the standard admissions process.

General conditions for any return to study

Former students will not be permitted to return to study at the University if any of the following apply:

- they have an outstanding tuition fee debt from previous study;
- they have unresolved assessment, disciplinary, or behavioural conduct matters;
- they were previously withdrawn for conduct-related reasons.

F. IMMIGRATION REQUIREMENTS FOR INTERNATIONAL APPLICANTS

F1 Applicants Requiring a Visa to Study

Applicants who are subject to UK immigration control must be in possession of the appropriate documents at the point of registration. The University will not allow any student to register where they cannot demonstrate that they have the right to study in the UK.

Eligibility for an apprenticeship from students requiring a visa is assessed in accordance with the apprenticeship funding rules. Details on the apprenticeship funding rules can be found here: https://www.gov.uk/guidance/apprenticeship-funding-rules

F2 Right to Refuse

The University reserves the right to refuse admission to any applicant who does not have relevant immigration permission for the anticipated full duration of their course of study.

F3 Additional Checks

Applicants who require a Student Visa to study in the UK will be subject to additional checks to determine their eligibility, in accordance with published guidance from UK Visas and Immigration. Not all University programmes are eligible for Visa sponsorship.

F4 Applicant not Eligible

If at any point during the application process, the University determines that an applicant is not eligible for a Student Visa we will endeavour to notify the applicant or their appointed agent at the earliest opportunity.

F5 Student Visa Sponsorship

For all programmes delivered by the University on its main campuses, the University will agree to act as a 'Student Visa sponsor' for any applicant who satisfies the academic conditions of their offer, and meets the requirements outlined in sections 4 and 5 of the Student Visa Sponsorship Policy: https://www.gre.ac.uk/docs/rep/sas/sponsorship-of-international-students-for-visa-purposes

More information can be found at: www.gre.ac.uk/visa.

F6 Confirmation of Acceptance for Studies (CAS)

Once an applicant has been issued with a 'Confirmation of Acceptance for Studies' (CAS) for the purposes of a Student Visa application, they will be bound by the University's Conditions in the Student Visa Sponsorship Policy: Sponsorship of International Students for Visa Purposes | Documents | University of Greenwich

G. FINANCIAL INFORMATION

G1 General Fee Advice

The University publishes information relating to fees and finance on the website at www.gre.ac.uk/study/finance

G2 Access to Sufficient Funds

The University requires all applicants to provide evidence that they have access to sufficient funds to pay tuition fees and living expenses during their studies. Information about funding is requested within the application.

G3 Fee Status

As part of the admissions process, an applicant's fee status will be determined by the Admissions Office in accordance with the regulations set out by the Government's Department for Education:

- The Higher Education (Fee Limit Condition) (England) Regulations 2017 (as amended) (S.I. 2017 No.1189)
- The Education (Fees and Awards) (England) Regulations 2007 (as amended) (S.I. 2007 No.779)

G4 Appealing a Fee Status Assessment Decision

The Admissions Office uses information provided on the application form to assess the fees status for an applicant. If assessment from the information on the application form cannot be made, additional information will be requested. Applicants will not be able to register until a fee assessment is completed by the Admissions Office.
Where an applicant considers the decision to be incorrect, an appeal should be made following the process detailed here: https://www.gre.ac.uk/finance/fees/how-your-fees-status-is-assessed.
We aim to process the appeal within 10 working days, from receipt, and if this is not possible, we will convey the anticipated timescale.

H. DATA PROTECTION

H1 Recording and Use of Data

Application data is recorded electronically and is held and processed in accordance with the requirement of the Data Protection Act 2018 and the General Data Protection Regulation (GDPR). The information given on the application form will be used to enable the University to perform a contract with the applicant (including steps before entering into a contract), to comply with legal obligations and to perform the University's tasks as a public authority. In particular:

a) the University to create a record of the application.
b) the application to be processed.
c) the University to compile statutory statistical returns.
d) the University to provide applicants/students with information regarding its facilities and services.
e) the University to use the data for statistical analysis, according to business needs.

Further details are provided in the Student Applicant Privacy Notice at: www.gre.ac.uk/about-us/governance/information-compliance/privacy/privacy-statements

H2 Third Party Disclosure

The University will only discuss an application with a third party if the applicant has given permission for us to do so. In some cases, application data may also be shared externally where programmes have been developed in collaboration with third party organisations and where staff who are external to the University have a role in the admissions selection process. In the interests of detecting and preventing fraud, the University also has the right to share information with outside organisations including the police, local authorities, examining or awarding bodies, UK Visas and Immigration, and other bodies with statutory powers or authority.

H3 International Applications and Student Visa Sponsorship

An application from an international applicant who requires a Student Visa will be considered as a request for Student Visa sponsorship. If the University agrees to act as Student Visa sponsor, personal details about the applicant, their programme, and their previous qualifications will be shared with UK Visas & Immigration for the purposes of assigning a CAS.

H4 Agents

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.

H5 Employers

Applications submitted through an employer for an apprenticeship are deemed to have permission from the applicant for that employer to contact the University on their behalf.

I. APPEALS, COMPLAINTS AND FEEDBACK

I1 Definitions

For the purposes of this policy the definitions used are:

Feedback

Feedback is “Information about why an application was unsuccessful.”

Appeal

An applicant appeal is “a request for the reconsideration of an admissions decision on an application.”

Complaint

An applicant complaint is "an expression of dissatisfaction by one or more applicants about the University's action or lack of action, or about the service provided by or on behalf of the University."

I2 Feedback Procedure

Due to the large volumes of applications we receive, we are unable to provide feedback to unsuccessful applicants routinely. However, we will provide general feedback to unsuccessful applicants upon request. Requests should be made within 30 days of the University's communication of the unsuccessful decision.
The procedure for requesting feedback can be found at https://www.gre.ac.uk/study/after-you-apply/feedback-appeals-complaints/. The University aims to respond to requests for feedback within 10 working days.

I3 Appeal Procedure

To start an appeal, an applicant must first have requested feedback and received the feedback. Once feedback has been received, an applicant may appeal against a decision by the University not to offer a place 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, and where that new information is significant and directly relevant to the original decision.
The procedure for submitting an appeal can be found at https://www.gre.ac.uk/study/after-you-apply/feedback-appeals-complaints/.

The appeal should be made within 10 working days of receiving the feedback communication. The appeal must contain all details of the "significant new information." The appeal will be acknowledged within 3 working days and a decision communicated within 10 working days.
Apprenticeship applicants cannot appeal an employer's decision; such appeals should be raised with the employer directly. Please note, decisions are bound by the funding rules eligibility criteria and appeals based on this will not be considered. Details on the apprenticeship funding rules can be found here:
https://www.gov.uk/guidance/apprenticeship-funding-rules

I4 Complaints Procedure

Please note that this procedure relates to complaints from applicants only. Registered students wishing to make a complaint should follow the Student Complaint Procedure, available on the University website: www.gre.ac.uk/policies

Stage one:
An applicant should raise their complaint in writing by submitting the Stage One Applicant Complaint Form. The procedure for submitting a complaint can be found at: https://www.gre.ac.uk/study/after-you-apply/feedback-appeals-complaints/.

The complaint must be made within 10 working days of the actions (or lack of actions) that prompted the complaint. The complainant will be contacted within 10 working days and a record and any action taken as a result will be retained. If it proves impossible to respond fully within 10 working days, the complainant will be informed of the timescale for the receipt of a full response.

If the complaint relates to non-selection, the Admissions Office must confirm that the application was considered fairly and that the procedure for decision making was correctly applied. Provided that the Office is satisfied that this is the case, a response explaining the context in which the decision has been made is deemed to be an acceptable response. In the event that the complaint is upheld, the Admissions office will advise the complainant of the proposed remedy.

Stage two:
Applicants may request a review of a Stage 1 complaint decision providing they can demonstrate one or more of the following grounds:
a) There is new evidence that would have significantly affected the outcome and could not reasonably have been made available when the complaint was made.
b) There is evidence of significant administrative or procedural error in the processing of the complaint at Stage 1

c) That the complaint was upheld but the proposed remedy is inappropriate.

In order to utilise Stage 2 of the Applicant Complaint Procedure, the applicant must complete the Stage 2 Applicant Complaint Form. The procedure for submitting a complaint can be found at: https://www.gre.ac.uk/study/after-you-apply/feedback-appeals-complaints/.

The completed form together with any written evidence should be submitted within 15 working days of the date of the Stage 1 outcome letter, clearly outlining the reasons for taking matters to Stage 2. The Admissions Office will acknowledge receipt of the Stage 1 Review Form. The Head of Admissions will investigate the complaint and will respond to the complainant within 15 working days of the receipt of the complaint. If it should prove impossible to respond fully within 15 working days, the complainant shall be informed in writing of the timescale for the receipt of a full response.

The Head of Admissions' decision following completion of this process will be considered final and no further correspondence entered into.

J. RELATIONSHIP WITH OTHER POLICIES AND PROCEDURES

J1 Other Relevant Documents

This policy is informed by the following University policies, procedures, and documents:

- University Strategic Plan, 2030
- Charging and Refund Policy
- Sponsorship of International Students for Visa Purposes
- Student Complaints Procedure
- Under 18 Policy
- Recognition of Prior Learning (RPL) Policy