

**NORWICH UNIVERSITY OF THE ARTS**

**APPLICANT REGULATIONS AND PROCEDURES  
2023-24**

Academic Year 2023-24

## **SECTIONS IN THE 2023-24 APPLICANT REGULATIONS AND PROCEDURES**

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## **INTRODUCTION**

This document sets out information about how we make admissions decisions to Norwich University of the Arts, a specialist higher education institution offering undergraduate and postgraduate awards. The document also includes information about making an appeal or a complaint in connection with a decision we have made about your application to study at the University, and about how we use and keep information about applicants. These regulations and procedures apply to all applicants to the University.

In this document, “we” or “the University” means Norwich University of the Arts and any company owned by us, and “you” means any individual who has applied for a place on a course of study at the University. The University’s Academic Board has the right to interpret these regulations and procedures.

You can find more information about applying to individual courses at the University by clicking on the following links:

- <https://norwichuni.ac.uk/study-at-norwich/undergraduate-apply/>
- <https://norwichuni.ac.uk/study-at-norwich/postgraduate-apply/>
- <https://norwichuni.ac.uk/study-at-norwich/research/research-degrees/apply-for-a-research-degree/>

Our Terms and Conditions when you apply for and accept a place to study here are available on the same webpages. These include more information on:

- what happens when you accept the offer of a place to study at the University;
- tuition fees;
- accommodation;
- applicants who have a disability;
- deferring or cancelling your place; and
- applicants with criminal convictions.

## **The legal context**

The University was established as an independent higher education institution under Section 121 of the Education Reform Act 1988, and is a recognised body with taught degree awarding powers.

The University is regulated by the Office for Students (OfS). Information about the University’s status can be found on the OfS website:

[www.officeforstudents.org.uk/advice-and-guidance/the-register/the-ofs-register/](http://www.officeforstudents.org.uk/advice-and-guidance/the-register/the-ofs-register/)

and on the list of recognised bodies published on the UK Government (GOV.UK) website:

[www.gov.uk/check-a-university-is-officially-recognised/recognised-bodies](http://www.gov.uk/check-a-university-is-officially-recognised/recognised-bodies)

## **Our vision and mission**

The University has set out its vision, mission and how it plans to develop in the period to 2027 in the *Strategy 2022-2027*.

Click [here](#) to read the *Strategy 2022-2027*.

## **Equality, diversity and inclusion**

We are committed to creating an inclusive and supportive learning and working environment at the University, based on mutual respect and trust. As an education provider, we have legal obligations to promote equality and to enable all our students to benefit from higher education, regardless of the characteristics which may define their identity. Our Equality, Diversity and Inclusion Policy sets out our responsibilities in these areas, and is informed by the Equality Act 2010. The Act identifies 'protected characteristics' which are protected under its legislation. They are:

- age;
- disability, whether physical or mental;
- gender reassignment;
- marriage and civil partnership;
- maternity and pregnancy;
- race, religion or belief (including lack of belief); and
- sex and sexual orientation.

Click [here](#) to read the *Equality, Diversity and Inclusion Policy*.

If you believe that you are or have been the subject of any form of discrimination in the process of applying to the University, we encourage you to use our procedures for making a complaint.

See section C of these regulations for more about making a complaint.

If we believe that your behaviour conflicts with the Equality, Diversity and Inclusion Policy, we may refer the matter to our Academic Support Office to consider. Contact [aso@norwichuni.ac.uk](mailto:aso@norwichuni.ac.uk) for more information.

## **Course changes and withdrawal**

There are a number of circumstances in which we may need to make changes to the content or delivery of our courses, or the facilities and resources which support them. These are:

- where changes are identified through the University's normal quality enhancement processes to improve the student experience;

**NORWICH UNIVERSITY OF THE ARTS**  
**Vice-Chancellor: Professor Simon Ofield-Kerr**

- where changes are required by a Professional, Statutory or Regulatory Body (PSRB) and where those changes are needed to maintain the validation of the relevant course; and
- other circumstances which are outside our control, including but not limited to global pandemic controls or other nationally imposed restrictions.

If the number of students on a course falls below the number we believe makes that course viable, we may choose to withdraw the course.

We'll tell you about any changes to a course and let you know the reasons for them. If we withdraw a course, we may offer you a place on another course at the University, but please note that this depends on an appropriate course being available and whether you meet the minimum entry requirements.

### **More information**

If you have any questions about this document and what specific regulations or procedures might mean for you and your studies, please get in touch with us:

By email: [registry@norwichuni.ac.uk](mailto:registry@norwichuni.ac.uk)

By phone: 01603 756246

By post: Academic Registry  
Francis House  
3-7 Redwell Street  
NORWICH  
NR2 4SN

## SECTION A — GETTING A PLACE ON A COURSE

This section sets out the academic standards you need to meet for us to confirm a place for you to study at the University, and how we make decisions about admitting applicants to our courses.

We suggest that you read this section of the *Applicant Regulations and Procedures* in conjunction with our Terms and Conditions. These include more information on:

- what happens when you accept the offer of a place to study at the University;
- applicants who have a disability;
- deferring or cancelling your place; and
- applicants with criminal convictions.

Click [here](#) to read the Terms and Conditions in full.

- As part of our commitment to **equality, diversity and inclusion**, we try to make sure our admissions processes are fair to everyone. We welcome applicants from diverse backgrounds.
- **There are different ways to apply to study at the University**, depending on your chosen course or award:
  - **To study on an undergraduate degree course**, apply through the Universities and Colleges Admissions Service (UCAS), [www.ucas.com](http://www.ucas.com). International students can also apply direct to us by completing and submitting a University application form – click [here](#) for more information.
  - **To study on a short course**, apply direct to us using the relevant form – click [here](#) and follow the links for individual courses.
  - **To study on a postgraduate taught course**, apply direct to us using the relevant form – for more details, click [here](#) for home students and [here](#) for international students.
  - **To study for a postgraduate research degree**, see the section in these regulations below.
- **All our undergraduate degree courses are full-time**. Our postgraduate taught degree courses are full-time, unless we specify a part-time route. Part-time routes are only available for home students and for students who do not require a Student visa to study in the UK. Level 4 and Level 6 short courses are part-time and studied by distance learning.
- We have a separate policy and procedures for the **Accreditation of Prior Learning (APL)** at the University. The policy tells you how we would look at any previous relevant periods of study or experience you have which could allow you to start one of our courses part of the way through, and how we make decisions if you are seeking **readmission** to the University after studying here previously. Click [here](#) to read the APL Policy and Procedures.

- **If you're studying at another institution and want to transfer to the University**, we must receive an academic reference for you in writing from your current University. Email [admissions@norwichuni.ac.uk](mailto:admissions@norwichuni.ac.uk) for more information.
- **If you're from a country outside the United Kingdom**, you may need a Student visa for as long as you study at the University. Student visas are issued by the UK Visa and Immigration Service (UKVI). Email [visa@norwichuni.ac.uk](mailto:visa@norwichuni.ac.uk) for more information.
- We teach and assess all our courses in **English**.

## **1 Responsibility for admission to courses**

- 1.1 Admission to our courses is at the discretion of the Vice-Chancellor. Academic Registry staff act on behalf of the Vice-Chancellor to carry out the day-to-day work of admissions, and work with the Senior Management Team at the University to develop admissions procedures. Email [admissions@norwichuni.ac.uk](mailto:admissions@norwichuni.ac.uk) if you have any questions about this.
- 1.2 Where we specify qualifications, relevant experience or other criteria to gain entry to our courses, admissions decisions are made by academic staff with appropriate expertise. They use their **academic judgement** to decide whether or not to admit an applicant to a course. In the context of admissions decisions, we define academic judgement as our assessment of your academic suitability to study on one of our courses.

## **2 How we make decisions on admissions to undergraduate and postgraduate taught courses**

- 2.1 When we're looking at your application to study at the University, we want to be as sure as we can that you'll be able to meet the objectives of the course and qualify for the course's final award – for example, a Bachelor of Arts degree with Honours.
- 2.2 To help us decide if we want to offer you a place – and depending on the course you have applied to – we will typically:
- assess your application and portfolio, which may also involve interviewing you in person, on the phone or online; and
  - look at your academic qualifications (and any relevant experience you have).

For the BA (Hons) in Acting, we hold in-person auditions.

- 2.3 The University sets out clearly its procedures for admissions and the standards we set if you want to be accepted to study on a course. You can find this information in our prospectus, on the website and in the programme specifications for each course.

See the following webpages for more information:

<https://norwichuni.ac.uk/study-at-norwich/undergraduate-apply/>

<https://norwichuni.ac.uk/study-at-norwich/postgraduate-apply/>

<https://norwichuni.ac.uk/study-at-norwich/research/research-degrees/apply-for-a-research-degree/>

### **3 Admission to undergraduate courses**

3.1 We use GCSE and Level 3 qualifications, or their equivalent, as the basis for decisions on entry to our courses. We assess international students' qualifications using Ecctis ([www.ecctis.com](http://www.ecctis.com)), the official provider to the UK government of services in the recognition and evaluation of qualifications and skills.

3.2 Our BA (Hons) and BSc (Hons) courses are typically:

- three full-time academic years; or
- four full-time academic years where they include either Year 0 or a Level 5 Diploma; or
- five full-time academic years where they include both Year 0 and a Level 5 Diploma.

Level 4 and Level 6 short courses are part-time and can be undertaken at times convenient to a student, but a course needs to be completed within one 12-month period.

3.3 For us to confirm an offer of a place for you to study on an undergraduate course, we would normally expect you to have satisfied the specific conditions of our offer to you.

For details of the typical offers we make to applicants to our undergraduate courses, follow the links to individual courses from [this page](#).

We may also choose to offer a place on an undergraduate course to an applicant who has not met these conditions in full, if we believe that they are capable of successfully completing the course they have applied to.

3.4 If you have been an undergraduate student at the University who has failed Year 0 or Year 1 and you are not offered a repeat year of study either by an assessment board or through the student appeals process, you'll normally need to wait at least a year before we'll consider a new application from you to study here.

3.5 If we have recorded failed units for you on a course at the University and you later reapply to either the same course or a different one, we may take this into account when we consider your application.

## **4 Admission to all postgraduate taught courses except the Master of Architecture and the MA in Education**

4.1 To apply for a place on a Masters degree or another postgraduate taught course at the University, you need to complete and send us our application form, and prepare your portfolio to show to us. The Course Leader (or equivalent) can give you advice on the format of the work we'd want to see in your portfolio – email [postgrad@norwichuni.ac.uk](mailto:postgrad@norwichuni.ac.uk) for more details.

If we also interview you, this will be in person at the University, on the phone or online. During this interview, we'll discuss your application and portfolio with you and how well you're prepared for study at postgraduate level.

Click [here](#) for the MA application form.

4.2 For us to confirm an offer of a place for you to study on a Masters degree, we would expect you to have:

- satisfied the specific conditions of our offer to you;
- completed to our satisfaction an interview with academic staff at the University; and
- to have a BA or BSc degree in a relevant subject with at least Second Class Honours (Upper) or equivalent experience.

## **5 Admission to the Master of Architecture (MArch)**

5.1 To apply for the Master of Architecture, you need to:

- have a qualification (or academic completion equivalent to) a UK ARB/RIBA Part 1 degree, with at least Second Class Honours (Upper). Any professional experience you have gained after your Part 1 qualification may be helpful to your application but is not essential;
- complete and send us our MArch application form; and
- have an interview, which can be in person at the University, on the phone or online. During this interview, we'll discuss your application with you and how well you're prepared for study at postgraduate level.

Click [here](#) for the MArch application form.

## **6 Admission to the MA in Education**

6.1 To apply for the MA in Education, you need:

- to have an undergraduate degree with at least Second Class Honours (Upper); and

- to be actively teaching and/or supporting learning on a Level 4 qualification (or above) for minimum of 60 hours over each academic year.

6.2 If you don't have experience of teaching and/or supporting learning, you may be able to join the course in Year 1, but you'll need to arrange your own teaching practice in order to meet the requirements of the course. We may ask you to provide evidence of this when you apply.

## **7 Admission to a postgraduate research degree**

7.1 Our postgraduate research degrees (MPhil and PhD) are validated by the University of the Arts London (UAL). This means that for the duration of your course you are registered and study at the University, but that UAL will award your degree if you are successful.

7.2 As an entry requirement for a research degree, we would expect you to have a Second Class Honours (Upper) degree as a minimum, although a Masters degree in an appropriate subject is considered to be particularly valuable preparation. If you have other qualifications, and professional experience, and you understand the principles of research, we may also offer you a place to study for a research degree at the University.

7.3 There are several stages to the process if you want to apply for a postgraduate research degree. If at any point we decide we can't support your proposed research, the Research Office at the University will let you know in writing. To apply for a research degree, you need to complete the following stages:

- Complete the form 'Preliminary Application to Study for a Research Degree' and send it to [research@norwichuni.ac.uk](mailto:research@norwichuni.ac.uk).
- A panel led by the Dean of Research and Knowledge Exchange and the Director of Research Management will consider your form.
- Once we've considered your form, we may invite you to an interview with a panel comprising academic staff, including where possible potential supervisors for your area of research. The interview can be in person at the University, on the phone or online.
- The panel will make a recommendation on your application, which is reviewed and considered for approval by the Research Degrees Committee at the University.
- If your application is successful, we'll make you a conditional or an unconditional offer to study.

7.4 If your application is successful, you'll then need to develop a full proposal about your research. The Research Office at the University will send your proposal to UAL's Research Degrees Sub-Committee (URDSC) so that they can register your research degree.

Click [here](#) for more about applying to study for a research degree, including a link to the application form.

## **8 International applicants and English language skills**

8.1 If you are an international applicant, you will need to demonstrate that you have the required level of English language competence to study at the University unless:

- you are a national from a majority English-speaking country as defined by UKVI; or
- you have completed a GCSE, A Level, Scottish National Qualification at Level 4 or Level 5, or Scottish Higher or Advanced Higher in English (Language or Literature) while in the UK and under the age of 18; or
- you have completed an academic qualification in the UK at degree level or above; or
- you have completed an academic qualification at degree level from a majority English-speaking country as defined by UKVI.

8.2 We list on our website the English-language qualifications that we would accept as appropriate for entry to study on an undergraduate or postgraduate taught course at the University.

Click [here](#) for more information, or email [loadmissions@norwichuni.ac.uk](mailto:loadmissions@norwichuni.ac.uk) for advice.

8.3 If you are an international applicant and you want to study for a research degree at the University, this is the standard you will have to meet:

<b>Degree</b>	<b>IELTS (Academic) or other standard</b>
MPhil PhD	<ul style="list-style-type: none"><li>• 7.0 overall, with a score of 7.0 in Writing and no other section score lower than 6.0; <b>or</b></li><li>• an equivalent English Language Test Score (but not TOEFL); <b>or</b></li><li>• an MA with Distinction completed in a majority English-speaking country.</li></ul> <p>Please note that you would need to have met one of these standards no more than two years before you enrol to begin your research degree at the University.</p>

## SECTION B — MAKING AN APPEAL ABOUT AN ADMISSIONS DECISION

We are committed to good practice in admissions to the University, and ensuring that we provide applicants with a fair, transparent and inclusive admissions process. This section explains how you can ask the University to formally review an admissions decision we have made about you which concerns your academic qualifications or relevant experience, including decisions arising from our *Accreditation of Prior Learning (APL) Policy and Procedures*. We call this process making an appeal.

The Admissions Office in the Academic Registry manages the appeal process for all undergraduate and postgraduate taught applicants in the first instance and can offer advice if you are thinking of making an appeal. Email [admissions@norwichuni.ac.uk](mailto:admissions@norwichuni.ac.uk) for more information.

If you are an international applicant and you wish to challenge a decision the University has made about your application in relation to a Confirmation of Acceptance for Studies (CAS), you cannot use these appeal procedures. Instead, you will need to ask the Academic Registrar, acting in the capacity of Authorising Officer for the University, to carry out a case review. For more information, email [aro@norwichuni.ac.uk](mailto:aro@norwichuni.ac.uk).

If you are an applicant for a postgraduate research degree and you wish to make an appeal, email [research@norwichuni.ac.uk](mailto:research@norwichuni.ac.uk) for advice. Postgraduate research degree applicants can only make an appeal against the outcome of a preliminary application.

- **We won't treat you differently or negatively if you make an appeal.** We look at appeals on their merits, and University staff are committed to addressing any issues raised in an appeal. You may not receive the outcome you would like from an appeal, but you can be reassured that we will have considered the matter fairly and consistently with any other appeals we receive.
- If you decide to make an appeal, **we will try and deal with it efficiently and within the timescales set out below.** Please remember though that to do this, we also need you to present information to us when we need it or ask for it. So if we ask you for more details or evidence to support your appeal, make sure that you return the information to us as soon as you are able. If we think we need more time to consider an appeal – for example, because you have made the appeal during student vacation time and we need to discuss the appeal with a member of staff who is on leave – then we will keep you up-to-date with progress on your appeal.
- **We don't allow appeals made about matters of academic judgement.** In the context of admissions decisions, we define academic judgement as the assessment of an applicant's academic suitability to study on a course at the University.
- The next section of these regulations, **section C**, explains **how you can make a complaint about the admissions process** to the University. We define appeals and complaints differently, and sometimes we receive an appeal that we decide would be better considered as a complaint (or vice versa). We may also receive an

appeal that contains elements of a complaint. In all these cases, the member of staff considering the appeal and the Academic Support Office will decide jointly on the most appropriate process to use. The Academic Support Office will write to you to confirm any decision we take.

- For more on **how we keep information about appeals from applicants in the long-term**, please see **section D**.
- We **keep notes and records** of applicant appeals, and we report annually on the operation of the appeals process at the University – including summarising the outcomes of appeals – to our **Academic Board**.

## **1 General information about making an appeal on an admissions decision**

1.1 You can make an appeal to us on one or both of the following grounds only:

- You believe that we didn't follow our admissions procedures when we considered your application to study at the University.
- You have additional relevant information that wasn't available at the time we made our admissions decision about you, and which you believe would have led us to make a different decision if it had been available. If you want to make an appeal for this reason, you'll need to tell us why the information wasn't available when we considered your application.

1.2 To make your appeal, email [admissions@norwichuni.ac.uk](mailto:admissions@norwichuni.ac.uk) and include any supporting evidence. Please note that we won't consider appeals made anonymously.

1.3 The deadline to make an appeal is within 10 working days (two weeks) of receiving the decision that you are appealing against. If you make an appeal after this date, you'll need to explain why you were not able to submit it on time. It will then be at the discretion of the person considering the appeal as to whether or not they are willing to consider it. We'll let you know in writing if we decide not to consider your appeal.

## **2 How we process appeals on admissions decisions**

2.1 When the Admissions Office receives your appeal, they'll send it to the Academic Support Office ([aso@norwichuni.ac.uk](mailto:aso@norwichuni.ac.uk)) together with any appropriate background information. The Academic Support Office is responsible for processing appeals made by applicants.

2.2 Within five working days (one week) of receipt from the Admissions Office, the Academic Support Office will send your appeal to the following member of staff as appropriate:

- the Director responsible for your course if you are an undergraduate degree applicant; or
- the Pro Vice-Chancellor (Academic) if you are a postgraduate taught or research degree applicant.

2.3 The member or staff considering your appeal will consult with the Academic Registrar, as well as the Course Leader (or equivalent), Year 0 Pathways Leader or Dean of Research and Knowledge Exchange as appropriate, to review your case.

2.4 The possible outcomes of an appeal are as follows:

- an amended decision;
- our reassessing your original application to study with us; or
- confirmation that the original decision will stand.

2.5 The Academic Support Office will write to you with the outcome of your appeal within 10 working days (two weeks) of receipt from the Admissions Office.

2.6 The decision on your appeal is final, which means that there is no further opportunity for your case to be reviewed.

### **3 How we deal with frivolous or vexatious appeals**

3.1 We may decide not to consider your appeal if the content is frivolous or vexatious. Examples of appeals that we might consider as either frivolous or vexatious are as follows:

- appeals which are obsessive, harassing or repetitive in nature;
- appeals where you are asking for an unreasonable or unrealistic outcome; or
- appeals which we think have been made solely to cause trouble or to waste the University's time.

If we decide not to consider your appeal for any of these reasons, the Academic Support Office will write to you to confirm this.

### **4 How we deal with unacceptable behaviour in the appeals process**

4.1 We may decide not to consider your appeal if we believe that your actions or behaviour towards University staff, or those of someone representing or supporting you, are:

- aggressive, offensive or abusive; and/or
- if you or they are unreasonably demanding or persistent.

If we decide not to consider your appeal because of this, the Academic Support Office will write to you to confirm this.

If you are becoming unreasonably demanding or persistent in your behaviour about an appeal you have made, the Academic Support Office, in conjunction with senior managers at the University, can also decide that we will not respond to further communications from you while considering your appeal. In this case, the Academic Support Office will write to you to confirm this.

## SECTION C — MAKING A COMPLAINT ABOUT THE ADMISSIONS PROCESS

This section explains how you can make a complaint to the University about procedures in the admissions process. In the context of admissions, we define a complaint as an expression of dissatisfaction relating to one or more of the following:

- the services offered by the University;
- the administrative processes for admissions; or
- the actions or behaviour of a member of staff involved in the admissions process.

We won't consider complaints made about either of the following matters:

- academic judgement. In the context of admissions decisions, we define academic judgement as the assessment of an applicant's academic suitability to study on a course at the University;
- where an applicant has failed to fulfil additional non-academic requirements requested by external agencies – for example, in relation to criminal convictions, or medical matters.

We will also not consider claims for financial compensation.

The Admissions Office in the Academic Registry manages the complaint process for all undergraduate and postgraduate taught degree applicants in the first instance, and can offer advice if you are thinking of making a complaint. Email [admissions@norwichuni.ac.uk](mailto:admissions@norwichuni.ac.uk) for more information.

If you are an applicant for a postgraduate research degree and you are thinking about making a complaint, email [research@norwichuni.ac.uk](mailto:research@norwichuni.ac.uk) for advice.

- **We won't treat you differently or negatively if you make a complaint.** We look at complaints on their merits and University staff are committed to addressing any issues raised in a complaint. You may not receive the outcome you would like from a complaint, but you can be reassured that we will have considered the matter fairly and consistently with any other complaints we receive.
- If you need to make a complaint to us, **it's always better if you do so as soon as you can** after the problem or issue has arisen. It's better for you because you'll receive an outcome more quickly, and it's better for us because we have the opportunity to investigate the matter in a timely way and to put things right promptly if we need to.
- If you make a complaint, **we will try and deal with it efficiently and within the timescales set out below.** Please remember though that to do this, we also need you to present information to us when we need it or ask for it. So if we ask you for more details or evidence to support your complaint, make sure that you return the information to us as soon as you are able. If we think we need more time to consider a complaint – for example, because you have made the complaint during

student vacation time and we need to discuss the issue with a member of staff who is on leave – then we will keep you up-to-date with progress on your complaint.

- The previous section of these regulations, **section B**, explains **how you can make an appeal about an admissions decision** to the University. We define complaints and appeals differently, and sometimes we receive a complaint that we decide would be better considered as an appeal (or vice versa). We may also receive a complaint that contains elements of an appeal. In all these cases, the member of staff considering the complaint and the Academic Support Office will decide jointly on the most appropriate process to use. The Academic Support Office will write to you to confirm any decision we take about this.
- If you have been given **advice on immigration** as part of your application to study at the University and you wish to complain about the service provided to you, you can complain either through this set of procedures, or direct to the Office of the Immigration Services Commissioner (OISC). You can find details of the OISC's complaints scheme here:  
  
<https://www.gov.uk/government/publications/oisc-complaints-scheme-2012>
- For more information about **how we keep information about complaints from applicants in the long-term**, please see **section D**.
- We **keep notes and records** of applicant complaints, and we report annually on the operation of the complaint process at the University – including summarising the outcomes of complaints – to our **Audit Committee and to Academic Board**.

## **1 Initial resolution**

- 1.1 To help resolve a complaint or concern promptly, and without asking you to start a formal process, we may suggest that we try initial resolution. This normally involves direct communication between the applicant, the Admissions Office, and the relevant Course Leader (or equivalent), Year 0 Pathways Leader, or Dean of Research and Knowledge Exchange as appropriate.
- 1.2 If we are able to address a complaint through initial resolution, we will aim to respond to you within 10 working days (two weeks) of receiving your complaint. Any staff involved in the matter will be encouraged to share the experience if the course could benefit as a consequence.
- 1.3 If you are not satisfied with the response you receive through initial resolution, you can make a formal complaint – see below.

## **2 Making a formal complaint**

2.1 To make a formal complaint, send the relevant information to [admissions@norwichuni.ac.uk](mailto:admissions@norwichuni.ac.uk), making sure that you include:

- your full name and UCAS number;
- the course you are applying to;
- why you are making a complaint and the outcome you are seeking; and
- any information you believe is relevant to your complaint.

We won't consider complaints made anonymously.

2.2 When the Admissions Office receives your complaint, they'll send it to the Academic Support Office ([aso@norwichuni.ac.uk](mailto:aso@norwichuni.ac.uk)) together with any background information as appropriate. The Academic Support Office is responsible for processing complaints made by applicants.

2.3 Within five working days (one week) of receiving your complaint from the Admissions Office, the Academic Support Office will send the details to the following member of staff as appropriate:

- the Director responsible for your course if you are an undergraduate degree applicant; or
- the Pro Vice-Chancellor (Academic) if you are a postgraduate taught or research degree applicant.

2.4 The member of staff considering your complaint will consult with the Academic Registrar, as well as the Course Leader (or equivalent), Year 0 Pathways Leader or Dean of Research and Knowledge Exchange as appropriate, to review your case. They may try to resolve the issue on the basis of the information you have provided, or they may hold a meeting to discuss the matter with you and any other individuals involved. If they decide to hold a meeting, the Academic Support Office will let you know the details.

2.5 The Academic Support Office will aim to write to you with the outcome of your complaint within 10 working days (two weeks) of receipt from the Admissions Office. Please note that this deadline may be extended if the issue you have presented to us is particularly complex, or if we need to hold a meeting to discuss the complaint with you.

2.6 If you are not satisfied with the response you receive to your formal complaint, you can ask for a review of the matter – see below.

### **3 Asking for a review of the outcome of your formal complaint**

3.1 To ask for a review of the outcome of your formal complaint, send the relevant information to [aso@norwichuni.ac.uk](mailto:aso@norwichuni.ac.uk), making sure that you include:

- your full name and UCAS number;
- the course you are applying to;
- why you are dissatisfied with the outcome of your formal complaint and the outcome you are seeking; and
- any information you believe is relevant to your complaint.

3.2 Within five working days (one week) of receiving your request for a review, the Academic Support Office will send the case to the Vice-Chancellor to consider.

3.3 The Academic Support Office will write to you with the Vice-Chancellor's decision within a further 10 working days (two weeks).

3.4 The Vice-Chancellor's decision is final, which means that there is no further opportunity for your case to be reviewed.

### **4 How we deal with frivolous or vexatious complaints**

4.1 We may decide not to consider a complaint if the content is frivolous or vexatious. Examples of complaints that we might consider as either frivolous or vexatious are:

- complaints which are obsessive, harassing or repetitive in nature;
- complaints where the outcome you are seeking is unreasonable or unrealistic; or
- complaints which we think have been made solely to cause trouble or to waste the University's time.

If we decide not to consider your complaint for any of these reasons, the Academic Support Office will write to you to confirm this.

### **5 How we deal with unacceptable behaviour in the complaints process**

5.1 We may decide not to consider your complaint if we believe that your actions or behaviour towards University staff, or those of someone representing or supporting you, are:

- aggressive, offensive or abusive; and/or
- if you or they are unreasonably demanding or persistent.

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If we decide not to consider your complaint because of this, the Academic Support Office will write to you to confirm this.

If you are becoming unreasonably demanding or persistent in your behaviour about a complaint you have made, the Academic Support Office, in conjunction with senior managers at the University, can also decide that we will not respond to further communications from you while considering your complaint. In this case, the Academic Support Office will write to you to confirm this.

## **SECTION D — HOW WE USE AND KEEP INFORMATION ABOUT APPLICANTS**

### **Our purpose for processing information about you**

Our Applicant and Student Privacy Notice is available on our website. The Privacy Notice explains:

- why we collect, hold and process your personal information;
- how we use that information, and the circumstances in which we might share it with other people; and
- how we use anonymised data for the purposes of statistical reporting and monitoring or research.

Click [here](#) to read the Applicant and Student Privacy Notice. For more information about how we hold and process data about you, contact the Data Protection Officer by emailing [dataprotection@norwichuni.ac.uk](mailto:dataprotection@norwichuni.ac.uk).

- We collect, hold and use information about our applicants on paper and electronically in line with the **Data Protection Act (DPA)** and the **UK General Data Protection Regulation (GDPR)**. The **Information Commissioner's Officer (ICO)** registration number for the University is Z7289627.
- This information also helps in our work with you in all aspects of our **admissions processes**, including disability support and support for international applicants.
- **If you want to ask for a copy of the information we hold about you**, contact the Data Protection Officer by emailing [dataprotection@norwichuni.ac.uk](mailto:dataprotection@norwichuni.ac.uk).

### **The categories of information we collect**

The data we collect about you includes:

- information about your education and qualifications as an applicant to the University; and
- information relating to the consideration of your application to study at the University, including (if appropriate) in relation to appeals and complaints.

Information about your gender, ethnic origin, disability, sexual orientation, gender reassignment, and religion or belief is classed as personal 'sensitive personal data' under the DPA, and 'special categories of data' under the UK GDPR. This information is necessary for monitoring equality of opportunity and preventing unlawful discrimination as required under the Equality Act 2010.

If you are an overseas applicant, we also collect information about your passport, immigration history and any relevant criminal convictions.

## **1 How we keep and share applicant information within the University**

- 1.1 We keep information from and about applicants within the Academic Registry, who are responsible for admissions work at the University, and we share this information only as appropriate – for example, with the relevant course team and with Course Administration.
- 1.2 **If you are successful in applying for a place at the University** and you enrol on a course, the information we hold on your application will become part of your student record.

Click [here](#) and search for ‘Student Regulations and Procedures’ for more on how we use and keep information about our students

- 1.3 **If you are unsuccessful in applying for a place at the University** and you do not enrol on a course, we will normally keep the information we hold about you for the duration of the admissions process plus a period of one year, in line with the University’s retention policy. We would only keep the information for longer if there was good reason to do so – for example, if you had made an appeal or complaint to us and the matter was unresolved. Any information about unsuccessful applicants that we keep for statistical purposes is anonymised.