



Oakswood College

Empowering Through Education



Oakswood Admissions and Recruitment

Policy

PROMOTING EXCELLENCE • ENSURING COMPLIANCE
SUPPORTING OUR COMMUNITY



GOVERNANCE



QUALITY



COMPLIANCE



EXCELLENCE



Oakwood Admissions and Recruitment Policy

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Introduction to this policy

The policy aligns with the regulatory requirements and expectations of the Office for Students (OfS), as well as the UK Quality Code for Higher Education. It is also informed by sector best practice, including guidance from Universities UK and Guild HE on fair admissions.

Oakwood College is committed to:

- Ensuring admissions decisions are based on merit, potential, and achievement
- Providing clear, accurate, and accessible information to applicants
- Promoting outreach and widening participation activities where appropriate
- Applying contextualised and holistic approaches to admissions where relevant
- Removing unnecessary barriers to access and progression

Through this policy, Oakwood College aims to uphold high standards of integrity and fairness while supporting its strategic commitment to inclusive education and student success.

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1 Introduction

This policy sets out the principles and procedures governing admissions, recruitment, and widening access at **Oakwood College** (trading name of Oakwood Group Ltd). It is designed to ensure that all applicants are treated fairly, consistently, and transparently throughout the admissions process, regardless of their background or personal circumstances.

Please see the Oakwood College Admissions Policy Statement for further information about the principles that underpin this Policy.

This Policy forms a key part of the Oakwood College Admissions Framework, which includes:

- Oakwood Admissions and Recruitment Policy
- Oakwood Admissions and Recruitment Policy Statement
- **Appendix A** - Criminal Convictions Disclosure Form
- **Appendix A1** - Criminal Records Risk Assessment Form
- **Appendix B**: Relevant Mapping to the UK Quality Code Advice and Guidance
- **Appendix C**: Admissions Decision-Making and Applicant Assessment Framework
- Access & Participation Statement
- Admissions Appeals & Complaints Policy
- Admissions Appeals & Complaints Form

As part of the Oakwood College Admissions Framework at its widest, the College also has the following procedural documents which sit underneath the Admissions Policy and requirements of one of our key Awarding Body partners, Buckinghamshire New University (BNU):

- Oakwood BNU Admissions Procedure
- Oakwood BNU Admissions - Staff Checklist
- Oakwood BNU Admissions - Applicant Checklist
- Oakwood BNU Admissions - Reference Guidance

2 Scope and Application

This policy applies to all programmes delivered by Oakwood College in partnership with awarding organisations and university partners, including regulated qualifications such as those awarded by recognised awarding bodies and higher education programmes delivered under partnership arrangements. It covers applications for places on all undergraduate, postgraduate taught and continuing professional development courses leading to the award of a degree, diploma or certificate validated by an awarding body/university. Programmes may be offered in one or more of the following study modes:

- full time
- part time
- distance or blended learning

Study modes available for each individual course will be detailed in the course summary document.

For validated programmes, Oakwood College retains responsibility for recruitment, selection, and admissions policies, practices, and procedures, in accordance with the requirements set out in the validation agreement with the awarding university. These policies are designed to align with sector-recognised standards and the expectations of the validating institution. The validating partner may also retain oversight or approval rights over certain aspects of the admissions process, as defined in the validation documentation.

Oakwood College primarily operates a direct admissions model through its institutional admissions systems. The use of UCAS or other external admissions systems applies only where required by validating university partners, awarding bodies, or specific programme arrangements.

Where programmes are delivered via a franchised partnership, admissions decisions are either:

- made by Oakwood College in accordance with partner-approved entry criteria and are subject to audit and moderation by the awarding body, or
- supported by Oakwood College as part of a two-tier process, with the College undertaking responsibility for managing the majority of the admissions procedure in accordance with awarding body requirements, rules, regulations and policies, and making recommendations for admission to the awarding body, with the final admissions decision resting with the awarding body.

All admissions policies and processes are subject to annual Equality Impact Assessment (EIA) to ensure no group is disadvantaged.

3 Definitions

Admissions:	Refers to the practices and processes developed and delivered by providers that relate to admitting a prospective student up to the point of enrolment on a course through an application and selection process.
Applicant:	An individual who has formally applied for a programme of study at Oakwood College
Prospective student:	Refers to all those who are applying or considering applying for any course, at any level and employing any mode of study, with a higher education provider. Current student: Students who are registered/enrolled on any course at undergraduate or postgraduate level, with a higher education provider. An individual becomes a 'current student' at the point of registration/enrolment.
Recruitment:	Refers in general to a broad range of activities and initiatives undertaken by providers or their representatives prior to the point of admission. This includes outreach, events and various marketing activities, which

	<p>ultimately encourage prospective students to either apply to, or start a course with, that provider.</p> <p>Within the scope of this policy, recruitment specifically refers to the process by which providers share information and advice with prospective students.</p>
Widening access and participation:	A term which has multiple meanings depending on the context in which it is used. It can refer to issues relating to social justice and social mobility, or to activities and initiatives designed to enable different groups of people to gain entry to different aspects of society, such as job opportunities and professions, or involvement in higher education. Within the scope of this Code, widening access refers to the process by which providers may (or may not) vary their admission or selection processes according to local or national policy guidelines and expectations.
Contextual data and information:	Data and information about an applicant and/or student that enable higher education providers to put attainment in the context of the circumstances in which it was obtained, for example, educational, geo-demographic and socio-economic background data, and put strategies and interventions in place to proactively address/remove barriers and level the playing field for those individuals.
Inclusive admissions:	An admissions approach and systems which seek to minimise any unnecessary barriers in the process which may prevent applicants from making a successful application.
Offer Stage:	The point at which the College formally makes an offer to an applicant of a place to study on a programme. All formal offers are made in writing and include the relevant Terms and Conditions, Fees Policy, Course Summary Document and an Offer Letter.

4 Commitment to Equality and Diversity

Oakswood College is committed to ensuring that admissions, recruitment, and progression processes are fair, inclusive, and free from discrimination. This commitment is embedded across all Oakswood College activities and reflects our legal duties under the Equality Act 2010, as well as our regulatory responsibilities as a higher education provider. Please see our Admissions Policy statement for further information.

5 Responsibilities for Recruitment, Admissions and Widening Participation

Oakwood College maintains a clearly defined governance and operational structure for recruitment, admissions, and widening participation (WP) activities. Responsibilities are distributed across specialist teams and overseen through formal committee structures to ensure accountability, consistency, and regulatory compliance.

5.1 Governance and Oversight of Admissions

Oakwood College maintains clear governance arrangements for the oversight, approval, implementation, and monitoring of admissions policy and practice.

Admissions, recruitment, and widening participation activities are subject to structured oversight through the College's governance framework:

- **Board of Governors** – ultimate accountability for admissions integrity, regulatory compliance, and Oakwood College performance.
- **Academic Board** – oversight of academic standards and entry requirements, and monitoring of admissions-related data.
- **Quality & Standards Committee** – monitoring of admissions fairness, consistency, compliance with policy, and Equality Impact Assessment of admissions practices.
- **Student Experience & Welfare Committee** – oversight of access, participation, and inclusion outcomes.
- **Audit & Risk Committee**: review of admissions-related risks, including admissions fraud, mis-selling and CMA risk, over-recruitment, and partner dependency.

Staff involved in admissions and recruitment receive appropriate training and guidance relating to fair admissions, equality, safeguarding, consumer protection requirements, and data protection.

Admissions performance data, conversion rates, and widening participation metrics are reported termly to the relevant committees. This data is used to inform quality enhancement activity, risk management, and regulatory compliance reporting.

6 Recruitment and Information for Applicants

6.1 Provision of Information

- **Impartial Support**: The institution provides clear, unbiased advice to help applicants make informed choices throughout their journey.
- **Accuracy**: Course details including structure, duration, assessment, fees, and costs are kept current by designated staff and updated regularly.

- **Transparency:** Admissions information is shared consistently across websites, prospectuses, digital channels, and events, with course profiles outlining entry requirements, selection criteria, teaching methods, and outcomes.
- **Information Publication:** All published information is subject to formal approval under the Information, Marketing and Promotions (CMA) Policy prior to release.
- **Timeliness:** Information is delivered at relevant stages, from early outreach to post-offer communications. Applicants are directed to the website for the latest updates.
- **Post-Offer Changes:** Any changes after an offer are made in the applicant's best interest, communicated promptly, and accompanied by options to transfer or withdraw.
- **Course-Level Information:** For each course offered, the College publishes entry requirements, tuition fees and any additional costs, course structure and content, learning outcomes, assessment methods, indicative contact hours, modes of study, and the support services available to enrolled students. This is communicated at the offer stage in the Course Summary Document.

6.2 Commitment to Professional Standards in Recruitment

- **Impartiality and Integrity:** Recruitment staff must offer unbiased advice and uphold fairness in all interactions. Please see our Admissions Policy Statement for more information on our commitment to professional standards in recruitment.

6.3 Risk Management and Regulatory Compliance

Admissions and recruitment risks are recorded in the Oakwood College Risk Register and reviewed through the Audit and Risk Committee.

Admissions fraud risk

- Mis selling / CMA risk
- Over-recruitment risk
- Partner dependency risk
- Visa compliance risk (if applicable)

6.4 Use of Recruitment Agents

The College does not generally use recruitment agents, however in the event that this practice is instigated, where recruitment agents may be engaged to support student recruitment activity the following provisions apply:

- Policy and procedures for engaging and managing recruitment agents are aligned with the [British Council Good Practice Guide for UK Education Agents](#).
- Selection and approval of agents is subject to formal due diligence and approval by the Senior Leadership Team before any appointment is confirmed.
- Written agreement is required for every appointed agent, setting out scope of activity, geographic territory, financial arrangements, conduct expectations, data protection obligations, and termination provisions.
- Code of Conduct for agents requires accurate, impartial, and non-misleading representation of the College and its courses, in line with the College's Information, Marketing and Promotions (CMA) Policy.
- Training and engagement is provided to all appointed agents, beginning with structured induction on the College's portfolio, entry requirements, and processes, and continuing through periodic briefings and refresher training to keep agents current with changes to courses, regulations, and Oakwood College priorities.
- Ongoing monitoring of agent activity is maintained throughout the engagement to assure the quality of recruitment outputs and compliance with the agreed contractual terms, the Code of Conduct, and applicable regulatory requirements.
- Annual performance review is conducted against agreed key performance indicators, including conversion rates, applicant feedback, complaints data, and contractual compliance.
- Complaints handling applies to any concerns raised about an agent's conduct, with proportionate action ranging from formal warning to suspension or termination of the agreement.
- Data protection obligations require agents to handle enquirer and applicant personal data lawfully and securely, in accordance with UK GDPR, the Data Protection Act 2018, and the College's data protection arrangements.

7 Admissions - Making an application

7.1 How to Apply:

Information for applicants on how to apply for each programme of study at Oakwood College is published on the College website. Applicants may apply directly to Oakwood College using the College application form and by submitting supporting documents through the College's designated admissions email address or other approved submission methods published on the College website.

7.2 Undergraduate Admissions Routes:

Undergraduate applications to Oakwood College are normally submitted directly through the College's direct application process, unless the validating university partner or awarding body requires applications to be processed through UCAS or another external admissions system.

Where a programme is subject to partner-specific admissions arrangements, including UCAS requirements, this will be clearly stated in the published course information and admissions guidance for that programme.

7.3 Required information:

Application requirements vary according to the programme, awarding body, and admissions route. Applicants may be required to provide:

- educational history;
- qualifications and transcripts;
- references;
- personal statement or supporting statement;
- evidence of English language proficiency;
- identity documentation; and
- any additional programme-specific documentation.

7.4 Deadlines and equal consideration:

Oakwood College normally operates a rolling admissions model for direct applications. Programme-specific application deadlines, where applicable, are published on the relevant course page.

Where applications are processed through UCAS or another partner-required admissions system, applicants must comply with the deadlines and requirements set by that system and the relevant validating partner or awarding organisation.

7.5 UCAS Clearing and Adjustment Processes:

For programmes that participate in UCAS admissions processes through validating partner arrangements, Oakwood College may participate in UCAS Clearing or related admissions processes where vacancies exist and where permitted by the validating partner or awarding body.

Participation in such processes is programme-specific and subject to annual confirmation.

7.6 Postgraduate Programmes - Direct Applications:

All applications for postgraduate taught and continuing professional development programmes are submitted directly to Oakwood College through the College's direct application process.

7.7 Required documents:

A complete postgraduate application includes the completed online application form, academic transcripts and certificates from all relevant prior qualifications, two references (at least one academic where the applicant has studied at higher education level within the last

five years, with professional or employment-based references accepted in other cases), a curriculum vitae covering academic and professional history, a personal statement explaining the applicant's motivation, relevant experience, and intended areas of study, and evidence of English language proficiency where the applicant's first language is not English. A copy of passport or other identification document is required where needed for fee status or eligibility assessment.

For programmes involving regulated activity, professional accreditation, or placement learning, applicants may additionally be required to satisfy suitability, safeguarding, occupational health, or fitness-to-practise requirements.

7.8 Application fees and deposits:

Oakwood College does not charge an application fee for postgraduate admissions. Where a tuition fee deposit is required to secure a place following acceptance of an offer, this is set out in the programme's admissions requirements published on Oakwood College website. Deposits, where required, are deducted from the total tuition fee on enrolment.

7.9 Application deadlines:

Postgraduate applications are accepted on a rolling basis. Specific application deadlines for each programme and intake are published on the relevant course page.

7.10 Awarding Body / Regulated Qualifications – Direct Applications

Applications for regulated qualifications delivered by Oakwood College as an approved centre of a recognised awarding body are submitted directly to the College through the email and document submission process. These programmes do not use UCAS as an application route.

Applicants are required to provide the documentation specified for the qualification, in line with the awarding body's requirements and the College's published entry criteria. Applications are accepted on a rolling basis. Specific application requirements and deadlines for each qualification and intake are published on the relevant course page.

7.11 Assessment of Applications

Oakwood College is committed to fair, transparent, and reliable admissions assessment. The College's approach to assessing applications is informed by the Schwartz principles of fair admissions, namely:

- transparency in process and criteria;
- minimising barriers to entry;
- selecting on the basis of merit, potential, and diversity;
- professionalism in conduct; and
- the use of reliable and valid assessment methods.

Published criteria:

Entry requirements and selection criteria for each programme are published on the relevant course page on the College's website prior to the opening of each application cycle. Applicants can therefore review entry expectations before applying.

Assessment process:

Each application is assessed against the published entry criteria for the chosen programme. Assessment considers both academic criteria (qualifications, grades, and prior learning) and, where relevant, non-academic criteria (relevant work or volunteer experience, motivation, and suitability for the programme). Decisions are made consistently, with offers extended to applicants who best meet the published criteria and demonstrate the strongest potential to succeed on the programme.

Assessment tools: Application assessment may draw on a combination of the following tools, depending on the requirements of the programme:

- Academic records, transcripts, and certificates from prior qualifications.
- References from academic, professional, or employment sources.
- Personal statements and supporting evidence submitted by the applicant.
- Interviews, where required by the programme.
- Aptitude or skills tests, where required by the programme.

7.12 Entry points and admission cycles:

Oakwood College operates rolling admissions. Programme-specific entry points, application deadlines, and any staged admissions arrangements that apply to competitive programmes are published alongside the entry requirements on the relevant course page.

7.13 Flexibility and consideration of diverse backgrounds:

The College recognises that standard application materials and qualifications may not fully reflect the suitability or potential of every applicant. Where an applicant's background, prior experience, or circumstances mean that standard procedures do not give a complete picture of their suitability, the Admissions function may consider alternative evidence and, where appropriate, adjusted entry requirements. This applies in particular to mature applicants, applicants with non-traditional qualifications, and applicants with disrupted educational pathways. The College's approach to such cases is set out further in the sections in this Policy on Recognition of Prior Learning, Contextual Admissions, and Applicants with Special Circumstances. See also the College's Recognition of Prior Learning Policy, Access & Participation Statement, Admissions Policy Statement, and the Equality, Diversity & Inclusion Policy.

7.14 Making Offers

Following assessment, applicants are notified of the outcome of their application in writing. Outcomes include the offer of a place, an alternative offer (such as a foundation year or a related programme), or unsuccessful notification.

Types of offers: Where an applicant is offered a place, the offer is one of two types:

- An unconditional offer is made where the applicant has already met all entry requirements at the point of offer.
- A conditional offer is made where the applicant is yet to meet one or more entry requirements (for example, awaiting examination results or completion of prior qualifications). The conditions are specified in the offer letter and must be met before the applicant can register on the programme.

7.15 Content of the Offer Letter:

The Offer Letter sets out the title and level of the programme, mode and duration of study, intended start date, any conditions of the offer, the tuition fee for the academic year, any required tuition fee deposit, the deadline by which the offer must be accepted, and key sources of further information for the applicant.

7.16 Pre-Contract Information:

The Offer Letter is accompanied by a course summary document, the applicable Fees policy and the Student Terms and Conditions, all documents (including the Offer Letter) constitute pre-contract information in accordance with consumer law and are therefore delivered in a durable medium. Together, these documents form the basis of the student contract and are issued in line with the Competition and Markets Authority's (CMA) guidance for higher education providers.

7.17 Formation of the student contract:

A contractual relationship between the applicant and the College is formed when the applicant accepts a formal offer and subsequently meets all conditions of that offer together with any applicable enrolment requirements. From that point, the applicant is bound by the terms set out in the Student Terms and Conditions and the College is bound to the commitments made in the offer letter and accompanying materials, subject to applicable conditions.

7.18 Withdrawal of offers:

Oakwood College reserves the right to withdraw an offer where the applicant is found to have provided false or misleading information, where new information materially affects the applicant's suitability, or where the conditions of a conditional offer are not met by the published deadline. Any withdrawal is communicated in writing, with reasons, and the

applicant may make an appeal and/or complaint in accordance with the Admissions Appeals and Complaints Policy.

7.19 Accepting Offers and next steps

Once an offer has been made, applicants are required to accept or decline the offer within the deadline specified in the offer letter. The acceptance process and post-acceptance steps are set out below.

7.19.1 Acceptance of offer:

Applicants accept offers through the admissions process applicable to their programme and admissions route. This may include acceptance via the College's admissions email process, direct application forms, or, where required by a validating partner or awarding body, UCAS or another external admissions system.

7.19.2 Meeting conditions:

Applicants holding a conditional offer are required to provide evidence that the conditions of the offer have been met. Acceptable evidence includes academic transcripts, examination certificates, English language test results, or other documentation specified in the offer letter. Evidence must be submitted to the Admissions function as soon as it becomes available, and in any event no later than the published deadline.

7.19.3 Tuition fee deposit:

Where a tuition fee deposit is required to secure a place, payment of the deposit must be made by the deadline specified in the offer letter. Deposits, where charged, are deducted from the total tuition fee on enrolment.

7.19.4 Pre-enrolment checks:

Following acceptance of an offer, applicants are required to complete pre-enrolment checks. These include verification of identity, confirmation of fee status, and (where applicable) the satisfactory completion of any criminal record disclosure or suitability checks required for the programme.

7.19.5 Onboarding and enrolment:

On successful completion of pre-enrolment checks, applicants receive an invitation to enrol, the creation of an Oakwood IT account, and information about the issue of a student ID card. Further information about Welcome Week, induction activities, and the start of the academic programme is communicated in advance of the start date.

8 Entry Qualifications

Oakwood College sets entry requirements for each of its programmes to ensure that applicants admitted have the academic preparation, language competence, and other

capabilities needed to succeed. Entry requirements are reviewed annually and published on the relevant course page on the College's website prior to the opening of each application cycle.

8.1 Programme-specific entry requirements:

The minimum academic and non-academic entry requirements for each programme, including any UCAS Tariff points where applicable, prerequisite subjects, professional experience requirements, and any selection criteria specific to the programme, are published on the relevant course page. These requirements reflect the demands of the programme and the standards set by the validating university partner or awarding body, as relevant.

8.2 UCAS Tariff:

Where programmes specify tariff-based or equivalent entry requirements set by the validating partner or awarding body, these will be clearly published in the programme entry criteria.

8.3 English language requirements:

Where the applicant's first language is not English, applicants are required to demonstrate competence in English at the level specified for the programme. Acceptable evidence includes recognised English language qualifications such as IELTS, TOEFL, Pearson PTE, or equivalent, taken within the validity period specified in the entry requirements. The minimum scores required, including any sub-test minima, are published on each course page.

8.4 International qualifications:

Applicants holding qualifications obtained outside the United Kingdom are assessed for equivalence to UK entry requirements with reference to UK ENIC (the UK national agency for international qualifications and skills) and to the College's internal qualifications assessment framework. Where the assessed equivalence meets the published entry requirements for the programme, the qualification is treated as meeting the academic entry criterion.

8.5 Recognition of Prior Learning:

Applicants who have gained relevant knowledge, skills, or competencies through previous formal study, professional experience, or experiential learning may request consideration for entry, credit transfer, or module exemption based on prior learning. Please see Section 10 of this policy and the College's Recognition of Prior Learning Policy.

9 Disclosure of Criminal Convictions

Oakwood College recognises its duty to ensure the safety and wellbeing of its students, staff, and the wider community, while also supporting fair access to higher education for applicants with criminal convictions. The College's approach to criminal conviction disclosures balances

these duties through a fair, transparent, and proportionate process that does not automatically exclude applicants on the basis of a previous conviction.

9.1 When disclosure is required:

The disclosure requirements that apply to an applicant depend on the programme they are applying for:

- For programmes that do not involve regulated activity, applicants are not required to disclose spent convictions. Applicants are required to disclose any unspent conviction at the point of application, or at any point during the admissions process if it arises after the application has been submitted.
- For programmes involving regulated activity (for example, programmes leading to professional qualifications in healthcare, teaching, social work, or other roles involving contact with children or vulnerable adults), applicants are required to disclose all convictions, both spent and unspent. These programmes may also require the satisfactory completion of an Enhanced Disclosure and Barring Service (DBS) check prior to enrolment.

For applications submitted via UCAS, the system prompts applicants to disclose convictions only where the chosen programme involves regulated activity.

9.2 Managing Criminal Convictions Disclosures

Applicants are required to disclose any relevant unspent criminal convictions as part of the admissions process. Any disclosures will be considered in accordance with the College's Criminal Convictions Risk Assessment Framework and associated procedures, which set out the process for reviewing disclosures, assessing risk, and determining appropriate actions.

A criminal conviction disclosure does not automatically result in the rejection of an application. Each case will be considered individually, taking into account safeguarding responsibilities, the nature and relevance of the conviction, and any evidence of rehabilitation.

9.3 Data protection:

Criminal conviction data is classified as a special category of personal data under UK GDPR. The College processes such data lawfully, fairly, and transparently, with access restricted to staff who have a legitimate need to consider the disclosure as part of the admissions process. Records of disclosures and Panel decisions are retained in accordance with the College's data protection arrangements and are not shared with third parties except where required by law or with the applicant's consent.

9.4 Ongoing disclosure for regulated programmes:

For programmes involving regulated activity, the obligation to disclose new convictions continues throughout enrolment. Students are required to inform the College of any conviction, caution, or pending charge that arises after enrolment, in accordance with the conditions set out at the point of admission and in the relevant programme handbook.

9.5 Right of appeal:

Where an applicant disagrees with the outcome of a Criminal Convictions Panel decision, they may appeal under the College's Admissions Appeals and Complaints Policy.

10 Recognition of Prior Learning

Oakwood College recognises that applicants may have gained relevant knowledge, skills, and competencies through previous formal study, professional experience, or experiential learning. Where these can be evidenced and meet the relevant academic requirements, the College may grant Recognition of Prior Learning (RPL) for the purposes of entry to a programme, credit transfer, or exemption from specific modules. For further information, please see the College's Recognition of Prior Learning Policy which sets out the full definitions, principles, eligibility criteria, evidence requirements, application process, decision-making framework, and limits applicable to RPL. Candidates can apply for Recognition of Prior Learning via the RPL Application Form (Appendix A to the RPL Policy).

11 Applicants with Disabilities and Additional Support Needs

Oakwood College is committed to providing an inclusive admissions process and learning environment for applicants with disabilities, long-term health conditions, mental health conditions, specific learning differences, or other additional support needs. The College's approach reflects its duties under the Equality Act 2010, including the duty to make reasonable adjustments to ensure that applicants are not placed at a substantial disadvantage compared to applicants without a disability.

11.1 Voluntary disclosure:

Applicants are not required to disclose a disability or additional support need at any stage of the admissions process. Where an applicant chooses to disclose, the disclosure is treated as confidential and is shared only with staff who have a legitimate need to know in order to plan appropriate support and any reasonable adjustments.

11.2 Admissions Decision-Making:

Disclosure of a disability or additional support need does not affect the outcome of an applicant's admissions assessment. Admissions decisions are made solely on the basis of the academic and non-academic entry criteria set out in the published programme requirements.

11.3 Early Disclosure:

Although disclosure is voluntary, applicants are encouraged to share information about their disability or support needs as early as possible in the admissions process. Early disclosure enables the College's Student Services function to engage with the applicant before enrolment, plan any required reasonable adjustments to teaching, learning, assessment, or facilities, and signpost relevant external support including the Disabled Students' Allowance (DSA) where applicable.

How to disclose: Applicants who wish to disclose a disability or additional support need may do so through any of the following routes:

- Applicants applying directly to the College may disclose through the direct application process.
- Applicants applying via UCAS may disclose through the relevant section of the UCAS application form.
- Applicants may also contact Student Services directly at any stage of the admissions process.

11.4 Reasonable adjustments:

Where reasonable adjustments are required for an applicant during the admissions process itself, for example for an interview or aptitude test, applicants are invited to discuss their needs with the Admissions function in advance. Reasonable adjustments to the learning environment, teaching, and assessment for the duration of the programme are coordinated by Student Services in consultation with the applicant and the relevant academic staff.

11.5 Programme-specific considerations:

Some programmes, particularly those involving regulated activity, professional registration, or compulsory practice or placement elements, may have inherent requirements that apply to all students on the programme. Where these requirements are relevant, they are published as part of the programme entry criteria. Applicants are encouraged to discuss any concerns about their ability to meet such requirements with the Admissions function or Student Services function before applying.

11.6 Continuity of support:

Information shared by an applicant about their disability or support needs at the admissions stage is, with the applicant's consent, used to plan ongoing support arrangements throughout enrolment and study; the College's Support Through Studies policy may be applied for applicants to facilitate a smooth transition into status as an enrolled student. Applicants are not required to repeatedly disclose the same information at different stages of the student journey.

12 Applicants with Special Circumstances

Oakwood College recognises that some applicants may have experienced personal, health-related, or other circumstances that affected their academic performance, examinations, or educational pathway, and which may not be fully reflected in their formal qualifications or grades. Where such circumstances can be evidenced, the College may take them into account during the admissions assessment.

12.1 Special circumstances:

Special circumstances may include, but are not limited to, serious illness or injury, bereavement or significant family disruption, mental health difficulties, prolonged absence from education, caring responsibilities, or other significant disruptions to study or examinations. Special circumstances are most considered by the College where they have been formally declared to, and acknowledged by, the exam board awarding the relevant results.

12.2 Submitting a request:

Applicants who wish their special circumstances to be considered should bring these to the attention of the Admissions function as part of their application, or as soon as possible after submission. Requests are reviewed by the Admissions function in conjunction with academic staff where relevant. Requests should be supported by appropriate evidence such as medical documentation, exam board correspondence acknowledging extenuating circumstances, or other relevant supporting evidence. The College may request additional information where this is necessary to reach a decision. Decisions are made on a case-by-case basis with reference to the principles of fair and inclusive admissions set out in this policy.

Information shared in support of a special circumstances request is treated as confidential and is shared only with staff who have a legitimate need to consider the request. Records are retained in accordance with the College's data protection arrangements.

12.3 How requests are assessed:

Special circumstances Reviews consider the nature and impact of the circumstances, the evidence provided, the applicant's overall academic profile, and the requirements of the programme applied for.

12.4 Possible outcomes: Possible outcomes of a special circumstances review include:

- Adjusted entry requirements (contextual admissions), where the College is satisfied that the applicant's circumstances justify a modified offer.
- Contextual review of the applicant's academic profile alongside the standard entry criteria, where the circumstances form part of a wider context to be considered.
- The use of additional or alternative evidence, such as personal statements, references, or interviews, to inform the admissions decision.

- Referral to relevant support services, where the applicant may benefit from advice, signposting, or wellbeing support.
- Maintenance of the standard entry requirements, where the College considers that the special circumstances do not justify a modified decision; in such cases the applicant is informed of the reasons in writing.

13 Applicants Seeking Deferred Entry

Deferred entry refers to the process by which an applicant who has made or accepted an offer request to delay the start of their programme until a later intake. Oakwood College considers requests for deferred entry on a case-by-case basis, balancing the applicant's circumstances with programme capacity, academic continuity, and any requirements set by the validating university partner or awarding body.

Deferred entry is normally permitted for a maximum of one academic year. Requests for further deferral beyond this period are considered only in exceptional circumstances and at the discretion of the College.

13.1 How to request deferred entry:

Applicants may request deferred entry either at the point of submitting their application or after an offer has been made. Requests should be made in writing to the Admissions function, setting out the reason for the requested deferral and the preferred new start date. The College may request additional information where this is necessary to reach a decision.

13.2 Offer conditions during deferral:

Where a deferred offer is granted, the conditions of the offer remain those of the original admissions cycle and do not change to reflect the conditions of any subsequent cycle, unless explicitly varied by the College. Where the conditions of the offer have not yet been met at the time of deferral, applicants must continue to satisfy these conditions in line with the deadlines specified by the Admissions function.

13.3 Expectations following acceptance of a deferred offer:

Once a deferred offer has been accepted, the applicant is expected to honour the offer and to commence the programme at the agreed deferred start date. During the period of deferral, applicants accepting a deferred place are expected to confirm their intention to enrol with Oakwood College and to communicate promptly with the College regarding any material change in their study intentions for the same level of study.

13.4 Withdrawal of deferral:

A deferred offer may also be withdrawn where new information comes to light that materially affects the applicant's suitability or eligibility, or where the applicant fails to meet the conditions of the original offer by the published deadline. Any withdrawal is communicated

in writing with reasons, and the applicant may appeal in accordance with the Admissions Appeals and Complaints Policy.

Further information: Applicants applying through UCAS are also advised to consult the [UCAS guidance on deferred entry](#).

14 Applicants Wishing to Reapply

Oakwood College welcomes applications from individuals who have previously applied to the College and were unsuccessful, and from former students who wish to return to study after withdrawing from, being exited from, or completing a programme. The College considers each reapplication on its own merits, in line with the principles of fair and inclusive admissions set out in this policy.

14.1 Reapplication after an unsuccessful application:

Applicants who were not made an offer in a previous admissions cycle may reapply to the College in a subsequent cycle. A previous unsuccessful application does not, in itself, prejudice the consideration of a new application. Applicants are encouraged to:

- Request and consider feedback from their previous application, where this has not already been provided, in order to identify any areas where their academic profile, personal statement, or supporting evidence could be strengthened.
- Reflect carefully on the reasons for the previous unsuccessful outcome before committing time and effort to a new application.
- Demonstrate, in the new application, any new qualifications, experience, or context that addresses the reasons for the previous outcome.

14.2 Readmission of former students:

Former students who previously withdrew from a programme, were exited from a programme on academic grounds, or completed a programme and now wish to return at the same or a different level may apply for readmission. Readmission applications are assessed against the published entry requirements for the chosen programme, and may also take into account:

- The reasons for the previous exit, where the applicant did not complete their programme of study.
- The academic standing of the applicant at the point of exit, including any modules or credits previously achieved.
- The applicant's activity in the period since the previous exit, including any further study, professional experience, or other relevant development.
- Any conditions or requirements set out in the College's regulations governing exit and readmission.

Where a former student exited a programme as a result of academic failure, readmission may be subject to additional conditions designed to demonstrate readiness to undertake the demands of the new programme. Such conditions are set out at the point of offer.

14.3 Reapplication following withdrawal as a result of academic misconduct or non-academic misconduct:

Where a former student was withdrawn by the College under the academic misconduct or non-academic misconduct procedures, they shall not normally be readmitted to the College under any circumstances unless by way of a successful appeal against the College's decision that resulted in their withdrawal. Please see the College's Academic Misconduct Policy and Non-Academic Misconduct Policy for the relevant appeal procedures, which are subject to strict timescales following disciplinary decisions.

14.4 Time limit on reapplication:

Reapplication or readmission to a previously studied or applied-for programme is normally considered within a period of five years from the date of the original application or the date of exit, as applicable. Applications outside this period are considered only in exceptional circumstances and at the discretion of the College, having regard to changes to programme content, qualification frameworks, and entry requirements that may have occurred during the intervening period.

14.5 Recognition of Prior Learning for readmission:

Where a former student returning to the College has completed elements of a programme prior to exit, or has gained relevant knowledge, skills, or experience in the period since exit, they may apply for Recognition of Prior Learning in accordance with Section 10 of this policy and the College's Recognition of Prior Learning Policy. RPL decisions in readmission cases are subject to the same principles and limits that apply to all RPL applications.

14.6 How the reapplication process differs from standard application routes:

Reapplications and readmission applications are normally processed through the College's direct application process, unless the validating university partner or awarding body requires the use of UCAS or another external admissions system. Applicants are required to provide all information expected for a new application, and may additionally be asked to provide:

- Information about their previous application or period of study at Oakswood College.
- Evidence of any further qualifications, experience, or development since the previous application or exit.
- A statement explaining the basis on which they are reapplying, including any new circumstances or context relevant to the new application.

The Admissions function may consult relevant academic staff or, in the case of readmission applications, the relevant programme team, to inform the decision. In exceptional circumstances and where reasonable, the College may implement an expedited reapplication process for applicants, but this will be restricted to streamlined administrative processes and will not include any waiving or relaxation of entry requirements or proof of attainment of requisite standards/awards.

15 Contextual Admissions

Oakwood College recognises that academic attainment alone may not fully reflect an applicant's potential to succeed in higher education. Personal, educational, and socio-economic circumstances can affect prior achievement, and a fair admissions system takes these into account alongside academic results. Contextual admissions refer to the practice of considering an applicant's background and circumstances as part of the admissions assessment, in order to widen participation, support social mobility, and ensure that potential is not overlooked because of circumstance. Any adjusted offer made through contextual admissions is subject to approval through the College's admissions decision-making framework and is recorded for monitoring and audit purposes.

15.1 Contextual factors considered:

Factors that the College may consider as part of a contextual admissions assessment include, but are not limited to:

- Attending a school or college with below-average performance.
- Living in an area with low rates of progression to higher education.
- Eligibility for free school meals or other measures of low household income.
- Care experience or responsibilities as a young carer.
- Personal or family circumstances that disrupted prior education.
- Holding non-traditional qualifications or pathways into higher education.
- Significant prior professional or employment experience relevant to the programme.
- English as an additional language, or completion of an English language support pathway.

15.2 Accuracy and verification:

Decisions made with reference to contextual factors are conditional on the accuracy of the information provided by the applicant. Where information is found to be incorrect or misrepresented after an offer has been made, the College may withdraw or amend the offer in line with the provisions on Withdrawal of Offers set out in Section 7.3.

Contextual admissions complements, but is distinct from, the College's provisions for:

- Recognition of Prior Learning (Section 10), which considers credit for previously achieved learning.
- Applicants with Special Circumstances (Section 12), which considers specific circumstances affecting prior performance.
- Applicants Wishing to Reapply (Section 14), which considers context including a previous application or period of study.

Where more than one of these frameworks may apply, the most appropriate route is identified by the Admissions function in consultation with the applicant.

16 Outreach and Access Routes

Alignment with the Access and Participation Statement:

The College's outreach, widening participation and access work is aligned with, and informs, the priorities and commitments set out in the College's Access and Participation Statement. Performance against the College's access and participation objectives is monitored through the governance arrangements set out in Section 5 of this policy.

17 Offer Confirmation

Offer confirmation is the final stage in the admissions process before enrolment. It is the point at which Oakwood College formally confirms that an applicant has met the conditions of their offer and therefore secures a place on the programme. The confirmation process applies to all conditional offer holders and runs in parallel with the post-offer steps set out in Section 7.

17.1 When confirmation takes place:

Confirmation takes place once the College has verified that all offer conditions and pre-enrolment requirements have been satisfied. For some programmes this may align with national examination result periods, while for others confirmation occurs on a rolling basis throughout the admissions cycle.

17.2 Outcome where conditions are met in full:

Applicants who have met all the conditions of their offer in full are confirmed onto the programme and are notified in writing. Confirmation provides the applicant with assurance that their place is secured, subject to the satisfactory completion of any remaining pre-enrolment checks set out in Section 7.19.4.

17.3 Outcome where conditions are narrowly missed.

Where an applicant has narrowly missed one or more conditions of their offer, the College may give additional consideration before reaching a final decision. Such consideration takes account of:

- Any contextual data flagged at the point of application, in line with Section 15.
- Any special circumstances declared by the applicant, in line with Section 12.
- The applicant's overall academic profile, including any qualifications or modules in which performance was particularly strong.
- The remaining capacity on the programme.

The College may, at its discretion, confirm the applicant onto the originally offered programme, offer an alternative programme, or, where the missed conditions are too significant, decline to confirm the place.

17.4 Alternative offers:

Where the College is not able to confirm the original offer, an alternative course offer may be made where one is appropriate and available. Alternative offers may include:

- A different programme at the same level for which the applicant's profile better aligns with the entry criteria.
- A foundation-year route, where this is offered, that prepares the applicant for entry to the originally desired programme.
- A different mode of study or start date, subject to programme availability.

Acceptance of any alternative offer is at the discretion of the applicant, and the applicant retains the right to decline and to seek admission elsewhere.

17.5 Communication and timing:

Confirmation outcomes are communicated to applicants in writing as soon as possible after evidence of conditions being met has been received and reviewed. Where a programme is operated through UCAS as required by a validating university partner or awarding body, confirmation is processed in accordance with the relevant UCAS procedures and deadlines. Where an applicant has secured an offer through Clearing on a programme requiring the satisfactory completion of additional checks before enrolment (such as Enhanced Disclosure and Barring Service (DBS) checks for programmes involving regulated activity), the timing of Clearing may mean that these checks cannot be completed before the start of the academic year. In such cases the College may delay the applicant's start, defer admission to the next intake, or, exceptionally, decline to confirm the place. Applicants are informed of any such requirements as part of the Clearing decision.

17.6 Right of feedback or appeal:

Applicants who are not confirmed onto their originally offered programme may request feedback from the Admissions function and may appeal under the Admissions Appeals and Complaints Policy where they consider that the confirmation decision has not been made in accordance with this policy.

18 Clearing Applications

Where required by a validating university partner or awarding body, or where the College participates in UCAS admissions processes for specific programmes, Oakwood College may participate in UCAS Clearing for eligible programmes with remaining vacancies.

18.1 Participation in UCAS Clearing (where applicable):

Where Oakwood College has vacancies on undergraduate programmes following the main admissions cycle, these vacancies may be advertised through UCAS where required by validating partner arrangements, and/or through the College's own admissions and recruitment channels. Applicants seeking admission during a Clearing or late admissions period are encouraged to make initial contact through the Clearing enquiry channel published on the College's website, which may include a dedicated telephone hotline, email address, or online form during the Clearing period. The Admissions function provides applicants with an indicative response based on a discussion of qualifications, programme suitability, and capacity.

Clearing applicants are assessed against the same published entry criteria as applications received through the main cycle.

18.2 Confirmation and acceptance:

Where a programme is operated through UCAS, applicants are required to accept the offer in accordance with UCAS procedures and deadlines. For direct-entry programmes, acceptance is completed through the College's own admissions process. The post-offer steps set out in Section 7 then apply to Clearing applicants in the same way as to other offer holders.

19 Interaction between Oakwood College and Applicants

Effective and respectful communication between Oakwood College and applicants is essential to a fair and transparent admissions process. The College commits to maintaining regular communication with offer holders. At the same time, the College has clear expectations for the standards of conduct expected from applicants, with consequences for fraud, omission, unfair use of AI or plagiarism in the admissions process.

19.1 Applicant Behaviour

The College expects all interactions between applicants, their representatives (including parents, guardians, agents, and other supporters), staff, and students to always be respectful and courteous.

19.2 Inappropriate behaviour: Behaviour that the College considers inappropriate includes, but is not limited to:

- Hostile, aggressive, or offensive language, communications, or actions, whether in person, in writing, or through electronic means.
- Persistent, repetitive, or unreasonable communication that places disproportionate demands on staff time or disrupts the admissions process.
- Attempts to bribe or offer financial or other inducements in exchange for admission, an offer, or favourable consideration.
- Discriminatory conduct, including conduct contrary to the principles set out in the Equality, Diversity and Inclusion Policy.

19.3 Consequences of inappropriate behaviour:

Where an applicant or their representative engages in behaviour that the College considers inappropriate, the College may take one or more of the following actions:

- Issuing a formal warning, identifying the conduct of concern and the expected change in behaviour.
- Rejecting the application or declining to consider further submissions.
- Withdrawing an offer that has been made, where the conduct is sufficiently serious or persistent.
- Terminating correspondence and ceasing direct interaction with the applicant or their representative.

In serious cases, including threatening, intimidating, or offensive behaviour, the College may take action without a prior formal warning. Where conduct may amount to a criminal offence, the matter may be referred to the appropriate authorities.

19.4 Applicant responsibility for communication

The College will communicate with applicants via the channels specified in the Offer Letter. Applicants are responsible for ensuring that the contact details provided to the College remain accurate and up to date throughout the admissions process. Applicants are also responsible for regularly monitoring their email account, spam or junk folders, applicant portal (where applicable), and other communication channels specified by the College. The College is not responsible for disadvantages arising from an applicant's failure to engage with communications issued to the contact details provided.

19.5 Fraud, Omission, misuse of AI and Plagiarism

Applicants are required to provide complete, accurate, and truthful information throughout the admissions process, and to refrain from any form of misrepresentation, including the omission of material information.

Applicants may use AI-supported tools for spelling, grammar, accessibility support, formatting, and language refinement. However, applicants must not submit application materials that falsely represent their own experiences, qualifications, achievements, written ability, or personal reflections. Submitting application materials that misrepresent authorship, experience, qualifications, written ability, or reflective understanding may be treated as misconduct, including where AI-generated content is presented as the applicant's own authentic work. The College reserves the right to use authorship verification methods, plagiarism detection software, interviews, or other reasonable assessment methods where concerns arise regarding the authenticity of submitted materials.

What constitutes fraud, omission, unfair use of AI or plagiarism.

For the purposes of this policy, the following are treated as serious matters:

- The provision of false, fabricated, or fraudulent qualifications, references, transcripts, or other supporting documentation.
- The omission of relevant facts or circumstances that the applicant should reasonably have disclosed (for example, undisclosed convictions where disclosure is required, or undisclosed prior study at the College).
- Plagiarism in personal statements, written assessments, or other supporting materials submitted as part of the application.
- Any other deliberate attempt to mislead the College or to gain an advantage in the admissions process.

Consequences. Where the College identifies fraud, omission, unfair use of AI or plagiarism in an application, it may take one or more of the following actions, depending on the severity and the stage at which the matter comes to light:

- Dismissal of the application.
- Withdrawal of any offer that has been made.
- Revocation of registration where the student has already enrolled.
- Notification of the matter to UCAS, professional bodies, awarding bodies, the validating university partner, or law-enforcement authorities, where appropriate.

20 Data Protection and Processing of Personal Information

Please see the Admissions Policy Statement regarding data protection and processing of personal information. Full information about the College's processing of applicant personal data, including the lawful bases relied on for each processing activity, the categories of

recipients of data, and retention periods, is set out in the College's Privacy Notice and Data Protection Policy.

20.1 Applicant rights:

Applicants have a range of rights in relation to their personal data under UK GDPR, including the right to access their data, to request correction of inaccurate data, to object to or restrict certain forms of processing, and (in defined circumstances) to request erasure of their data. Further information about these rights, and about how to exercise them, is set out in the College's published Privacy Notice.

20.2 Further information:

Applicants seeking further information about the processing of personal data, data protection rights, or the College's data protection arrangements may contact the College's Data Protection Officer or consult the College's Privacy Notice and Data Protection Policy published on the College website.

21 Fee Status and Assessment

Tuition fees and eligibility for public funding depend on the applicant's fee status, which is determined in accordance with the UK government's regulations on fees and awards for higher education. Oakwood College assesses each applicant's fee status as part of the admissions process and communicates the outcome alongside the offer letter. Fee status assessment is separate from the academic assessment of suitability for admission.

21.1 Fee categories:

Applicants are classified into one of the following fee categories, in line with UK government regulations:

- **Home fee status**, applied to applicants who meet the residency, immigration, and other criteria set out in the relevant UK government regulations.
- **International fee status**, applied to applicants who do not meet the criteria for home fee status.
- Other categories applicable to specific groups, such as applicants with refugee or humanitarian protection status, those with settled or pre-settled status, or applicants ordinarily resident in the United Kingdom, as defined in UK government regulations.

Fee status affects the level of tuition fees charged for the programme and may also affect the applicant's eligibility for public funding, including Student Finance England, College-administered bursaries and scholarships, and other forms of financial support. The College reserves the right to reassess fee status where new information becomes available before enrolment or during registration.

21.2 Assessment process:

Fee status is assessed by the Admissions function during the application stage, on the basis of information provided by the applicant in the application form and any supporting documentation requested. Applicants may be asked to provide additional documentation to enable a fee status assessment, including:

- A passport or other identity document.
- A visa, biometric residence permit, or other evidence of immigration status.
- Evidence of residency in the United Kingdom, such as utility bills, tenancy agreements, or council tax records.
- Evidence of educational history, including school or college records.
- Evidence of refugee, settled, or pre-settled status, where applicable.

The College assesses fee status with reference to the published UK government regulations, including the Education (Fees and Awards) (England) Regulations and any subsequent amendments, and the published guidance from the UK Council for International Student Affairs (UKCISA).

21.3 Factors affecting fee status.

Factors that may influence fee status classification include:

- Settled or pre-settled status under the EU Settlement Scheme.
- Refugee, asylum, or humanitarian protection status.
- Long-term residency in the United Kingdom or in a relevant overseas territory.
- The applicant's purpose and length of presence in the UK.
- The applicant's nationality and the immigration status of their parents or guardians, where relevant.

21.4 Borderline and discretionary cases:

Where the available information makes a fee status assessment unclear or borderline, the College may seek further information from the applicant and may exercise its discretion in line with UK government regulations and published guidance. Where an applicant disagrees with the fee status determination, the applicant may request a review of the decision through the Admissions function.

21.5 Impact on programme eligibility:

Some programmes may have funding restrictions or limited places for applicants in particular fee categories. Where fee status affects an applicant's eligibility for a specific programme or for related financial support, this is communicated to the applicant as part of the admissions process. Applicants are encouraged to consider their fee status and any related funding implications before accepting an offer.

21.6 Communication and further information:

Applicants who are unsure about their fee status, or who require further information, are encouraged to contact the Admissions function or the Finance function. Further guidance is available on the College's website and on the websites of UKCISA and the relevant UK government bodies.

22 Tuition Fees and Funding

Applicants admitted to an Oakwood College programme are required to ensure that satisfactory arrangements are in place for the payment of tuition fees and, where applicable, for living costs and other associated expenses. Acceptance of an offer constitutes agreement to comply with the College's regulations governing the payment of tuition fees and any related financial obligations. Information relating to tuition fees, additional course costs, deposits, payment schedules, and refund arrangements is provided to applicants before they enter into a contractual relationship with the College.

22.1 Deposits:

Where a non-refundable tuition fee deposit is required to secure a place on a programme, this is set out in the offer letter and on the relevant course page. Deposits, where charged, are deducted from the total tuition fee on enrolment. Deposits are non-refundable except in circumstances expressly permitted by the College, in line with the Student Terms and Conditions.

22.2 Payment of tuition fees:

Tuition fees are payable in accordance with the College's published fee payment arrangements. The College may offer payment in instalments, subject to its standard terms and any conditions set out in the Student Terms and Conditions or by the validating university partner or awarding body, as relevant.

22.3 Further information:

Full details of tuition fees, deposits, payment methods, payment deadlines, and refunds are published on the College's website and in the pre-contract documentation provided with the offer letter.

23 Changes to or Discontinuation of Courses

Oakwood College is committed to providing programmes that meet sector-recognised standards, are aligned with the requirements of the validating university partner or awarding body and remain relevant to the needs of students and the wider sector. Programme content and structure are subject to regular review and may be amended over time. The College recognises that changes to a programme during the admissions cycle, or after offers have been made, can have a material impact on applicants, and applies a clear and transparent approach to managing such changes.

All changes to programmes during the admissions cycle, and the communications to applicants regarding such changes, are managed in accordance with the College's obligations under the Consumer Rights Act 2015 and the Competition and Markets Authority's (CMA) guidance for higher education providers. The College's obligations regarding changes to, or discontinuation of programmes, are set out in the Terms and Conditions, and the Fees & Refund Policy issued at the point of offer.

23.1 Communication with applicants and offer holders:

Where a change to a programme materially affects applicants or offer holders, the College communicates the change in writing as promptly as is reasonably possible. The College manages such changes in accordance with its Student Protection Statement and consumer protection obligations. Communication includes:

- A clear description of the change and its effective date.
- The reasons for the change.
- The expected impact on applicants and offer holders.
- The options available to affected applicants, including the right to transfer to an alternative programme or to withdraw without penalty.

23.2 Support for affected offer holders:

Where a change has a material impact on an offer holder's decision to accept or take up the place, the College supports the affected offer holder through alternative options. These may include:

- Transfer to an alternative Oakwood programme that meets the applicant's interests and needs.
- Deferral of entry to the next available intake of the same programme, where this remains available.
- Withdrawal of the application or offer, with refund of any deposit paid in line with the published refund arrangements.

23.3 Discontinuation of programmes:

Where the College decides to discontinue a programme, no further intakes are accepted from the date specified in the discontinuation decision. Applicants holding offers for the discontinued programme are notified at the earliest opportunity and supported through alternative options.

24 Feedback, Appeals and Complaints

Applicants have the right to request feedback on their admissions outcome and to use formal routes to challenge or raise concerns about decisions or the conduct of the admissions

process. Oakwood College's approach distinguishes between feedback, appeals, and complaints, each of which serves a different purpose.

24.1 Feedback:

Unsuccessful applicants and applicants who are not confirmed onto their original programme may request written feedback from the Admissions function, including the reasons for the outcome and any specific factors that influenced the decision. Requests for feedback should be submitted in writing and are normally responded to within the service standards published by the Admissions function.

24.2 Admissions Appeals and Complaints:

Applicants who wish to appeal or complain about an admissions decision and/or the admissions processes of the College may do so by following the procedures set out in the College's Admissions Appeals & Complaints Policy & Procedure, adhering to the timescales set out in that policy. Disagreement with a decision properly made on its academic or admissions merits does not, in itself, constitute grounds for appeal or complaint.

24.3 Confidentiality and non-detriment:

Requests for feedback, appeals, and complaints are treated confidentially and considered fairly. The College does not penalise applicants for raising concerns and complaints in good faith through the procedures set out in this section or under the Admissions Appeals and Complaints Policy.

24.4 Further information:

Full details of the procedures for admissions appeals and complaints, including timescales, the stages of the process, and the rights of applicants at each stage, are set out in the College's Admissions Appeals and Complaints Policy.

25 Related policies

The following policies, statements, procedures, and documents are referenced in or related to this policy. Applicants and staff are advised to consult them in conjunction with this policy where relevant:

25.1 Governance & Compliance

- Access and Participation Statement
- Data Protection Policy and Privacy Notice

25.2 Admissions & Recruitment

- Admissions Appeals and Complaints Policy
- Recognition of Prior Learning Policy

- Information, Marketing and Promotions (CMA) Policy
- Student Information, Advice & Guidance (IAG) Policy
- Student Information, Advice and Guidance Policy

25.3 Student Support & Protection

- Student Transfer Policy
- Student Fees and Refunds Policy
- Prevent & Safeguarding Policy and Procedure
- Student Terms and Conditions

25.4 Equality & Inclusion

- Equality, Diversity and Inclusion Policy
- ESOL Policy