



Fairfield School of Business

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Recruitment and Admissions Policy to Higher Education Programmes

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Abstract:

This policy governs student recruitment and admission to all higher education programmes taught at Fairfield School of Business.

Applicability:

Higher Education provision only (all FHEQ levels).

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1. Introduction

- 1.1. This policy has been developed in line with the UK Quality Code for Higher Education ¹, and with due regard for the Office for Students' Regulatory Framework². The QAA's guidance builds on the foundational principles of the Schwartz Report: 'Fair admissions to higher education', which establishes a sound framework for ensuring students admitted to higher education are capable of achieving the award applied for, and that it will be of genuine benefit to them.
- 1.2. Fairfield School of Business (FSB) is committed to supporting the UK Government's agenda to promote social mobility across the UK by improving the accessibility of higher education and the participation of groups of people who are statistically underrepresented in higher education graduate populations.
- 1.3. This policy ensures that all decisions to make offers to study at FSB are based on a reliable and fair assessment of a prospective student's ability and suitability for a programme.

2. Student Recruitment

- 2.1. FSB's recruitment strategy seeks to remove barriers for people whose personal or economic circumstances or lack of academic experience may discourage them from pursuing a higher education qualification. The School additionally encourages applications from people coming to higher education via more traditional academic progression routes, to seek to create a diverse and inclusive student body.
- 2.2. FSB seeks to achieve this aim by:
 - i. collaborating with job centres and other employment organisations,
 - ii. participating in higher education-themed public events and career fairs,
 - iii. working with further education providers and sixth forms in the areas where the School has campuses,
 - iv. appointing ambassadors from within the School's student body to engage with prospective students in the above settings,
 - v. promoting its learning opportunities through conventional advertising channels (including print and digital media) and social media campaigns,
 - vi. incentivising word of mouth referrals and holding regular campus drop-in sessions,

¹ [UK Quality Code](#)

² [Securing student success: Regulatory framework for higher education in England](#)

- 2.3. All students will receive a personal consultation with a member of the School's admissions staff, who will provide guidance on the application process and how to prepare for an academic interview.

3. Admission to Higher Education

- 3.1. FSB offers higher education programmes that lead to awards validated by degree-awarding university partners. Whilst specific student admissions criteria and procedures may vary depending on the requirements of the awarding body, the following principles apply to all student admissions processed by FSB:

- i. Offers to study at FSB will be made only on the basis that:
 - the applicant has the ability to successfully complete their programme and enter employment commensurate with their award after study,
 - the applicant has made an informed choice about their study options and is applying for a programme which is suited to their professional aspirations,
 - that the applicant understands the commitment they are making by accepting an offer to study at FSB,
 - the applicant has the financial means, whether through personal funds or eligibility for student financial assistance to support themselves during their studies,
 - (where applicable) the applicant is not disbarred from entry into the profession the qualification leads to by reason of prior criminal conviction,
 - The applicant is fit to study.
- ii. No applicant will be at a disadvantage in obtaining a place to study at FSB for having a protected characteristic as defined within the Equality Act or otherwise be unlawfully discriminated against during the admissions process.
- iii. Judgements of academic ability will be made by academic staff members from the applied-for programme, who will have a final say over whether the applicant will be admitted.
- iv. FSB will use diagnostic testing during the admissions process to ensure that applicants have the essential skills to study higher education, which includes English language proficiency.

- v. FSB will take robust steps to ensure the authenticity of documentary evidence used in the admission process.
- vi. FSB will provide a responsive and professional admissions service, which ensures that applications are processed and decisions of admissions are returned within a reasonable timeframe.
- vii. Applicants may request feedback from FSB if their application is not successful. Students will also have recourse to appeal against a decision of refusal where they can show that this policy has not been followed. Applicants may also complaint about the admissions process; the process for responding to admissions complaints process is separate form the student complaints procedures
- viii. Staff involved in the recruitment and admission of students will be appropriately trained and supported to uphold this policy.

4. Students' Consumer Rights

- 4.1. FSB recognises that people studying on higher education programmes in the UK are protected by consumer laws and contract regulations that require providers to be open and transparent about the services they offer.
- 4.2. FSB will seek to uphold consumer laws by:
 - i. maintaining oversight of all information published about learning opportunities, which includes all promotional and pre-contract information that may be used by a prospective student determine the suitability of a course to their needs (*refer to our Public Information Policy*),
 - ii. ensuring that its terms and conditions are clear, unambiguous, accessible, and fair, and ensuring that any particularly important information is highlighted before the applicant is given an offer to study,
 - iii. ensuring students understand the terms and conditions of the programme and the personal financial implications of accessing student funding, as well their rights to refunds and compensation,
 - iv. ensuring staff involved in the recruitment of prospective students are appropriately trained to act in accordance with UK consumer protection laws and resources are in place to provide a timely and responsive service,
 - v. publishing a **Student Protection Plan** setting out what students can expect to happen should a course, campus, or the institution close,

- vi. ensuring prospective students have recourse to appeal against a decision to refuse admission to a higher education programme, where they can show that this policy has not been followed or make a complaint about the admissions process,
- vii. periodically reviewing its procedures against sector guidance about how to comply with consumer protection law published by the Competition and Markets Authority (CMA).
- viii. notifying students and applicants as soon as possible in the event of any changes to a programme offered, detailing the precise nature of the changes and the recourse students have to a refund if the programme no longer meets their needs or expectations.

5. Protection of Personal Data

- 5.1. FSB collects personal data about prospective students during the application and admissions process which is necessary for the School to confirm the identity of applicants and assess their suitability for study. This includes Special Category data, which is used by the School to ensure its programmes are inclusively recruited. This data is shared externally with the FSB's awarding bodies and the School's regulators in order to meet statutory reporting requirements³.
- 5.2. All personal data received by FSB is processed in accordance with our *Data Protection Policy*, which is compliant with UK Data Protection Law and the *UK General Data Protection Regulations (UK GDPR)*.

6. General Admissions Regulations

- 6.1. Candidate entry requirements ("prerequisites") for admissions to higher education programmes are set by the awarding body and applied by FSB's Admissions team.
- 6.2. Prerequisites for each programme are clearly stated in the programme listing on FSB's online Course information Pages and within the programme specification document, which can be requested from the FSB Quality Office: QualityTeam@fairfield.ac
- 6.3. The following will usually be an essential minimum for admission to any higher education programme:

³ <https://www.hesa.ac.uk/>

Undergraduate Programmes

- i. For prospective students that are **under the age of 21**; the entry profile for undergraduate programmes is likely to include one of the following:
 - BTEC Level 3 qualification in a relevant subject,
 - An Access to Higher Education Certificate awarded by an approved further education institution,
 - A minimum of 90 credits from a related Level 3 qualifications
- ii. Prospective students that are **over the age of 21** who do not have the above qualifications can apply via the School's assessment-based entry. The School will consider the prospective student's prior experiences (work, voluntary, life, and other experiences that are relevant to the course). The following must be provided /completed:
 - a Personal Statement (of 500 words),
 - an English language test (with a minimum 60% score, equivalent to IELTS 5.5),
 - a Maths test (with a minimum 50% score),
 - a SAPE Assessment (Screening for Accreditation of Prior Experience) or APEL (*Accreditation of Prior Experiential Learning*) Bath Spa University programmes only – see next section),
 - An academic interview with a member of the programme team

Postgraduate Programmes

- i. Prospective students must have a good undergraduate honours degree in any academic subject awarded at 2.2 or above.

NB: Prospective students who have achieved a third-class or ordinary degree may be considered for the MSc Digital Marketing awarded by Ravensbourne University London. Such applications will be assessed on a case-by-case basis.
- ii. Prospective students may also be considered without an undergraduate degree if the applicant can demonstrate considerable relevant experience. In this case, prospective students may be asked to attend an interview or submit a portfolio supporting their application.

- iii. MBA entrants will require strong undergraduate degree in any academic subject. They will also normally be expected to have at least two years' work experience after graduation, where they demonstrate that they have management experience. Applicants may be considered without an undergraduate degree if they can demonstrate considerable relevant professional experience and achievement in industry.

Postgraduate Certificates in Higher Education

- 6.4. Fairfield School of Business offers a Postgraduate Certificate (PG Cert) in Higher Education Practice programme, awarded by Birmingham Newman University.
- 6.5. This programme is open to graduates who are professionally engaged in a Higher Education setting who will be able to reflect on their practice in teaching and/or the support of learning of students in higher education.
- 6.6. Applicants for this programme will require an Honours degree in a relevant subject area from a UK university or an overseas university agreed by ECCTIS (formally NARIC) as equivalent and subject to IELTS and EU requirements.
- 6.7. Relevant professional experience that equates to degree level will be considered by the Programme Leader, with successful application determined by completion of pre-entry tasks.

Submitting an application

- 6.8. All prospective students are required to complete an electronic application which can be found on the FSB website. Prospective students are required to read the FSB's Terms and Conditions and acknowledge they have read and understood the conditions before submitting the application.
- 6.9. Applicants are required to attend a one-to-one consultation with a member of the Admissions team before starting the application process.
- 6.10. FSB requires prospective students to input their personal, professional, educational and work experience onto the School's electronic application to provide an indication of an applicant's ability to meet the demands of the programme.
- 6.11. Applicants with any special requirements should make these known to the School as soon as possible to ensure that reasonable adjustments can be made to the admissions process accordingly.

Supporting Documents

- 6.12. Prospective students are required to provide the following documents in support of their application:
- Valid identification
 - Proof of address (dated within the last three months)
 - Evidence of previous qualifications; where required, these will be cross-checked against relevant databases or ECCTIS (formally NARIC)
 - Personal Statement (of 500 words for undergraduate and 300 words for postgraduate)
Evidence of eligibility to receive students financial support (where applicable)
 - A signed copy of the School's terms and conditions, acknowledging that the applicant has read and understood them
- 6.13. All documents submitted as part of the application process must be provided in their original form; photocopies, scans, or screenshots will not be accepted.
- 6.14. FSB may need additional evidence or documents to make a decision. In this case, prospective students will receive a clear explanation of why this information is needed and how it will be used in the admissions process.

Student Finance Interview

- 6.15. Prospective students must attend a student finance interview with either the Admissions Officer or the Student Finance Officer and may be required to undertake an affordability assessment and provide evidence of personal income and expenditure or eligibility for student financial assistance from Student Finance England. The Admissions Officer will guide applicants in fulfilling these requirements.

Diagnostic Tests – English and Maths

- 6.16. In addition to academic entry guidelines, FSB requires all applicants to demonstrate a sufficient level of English and Maths to allow successful completion of their chosen course of study.
- 6.17. Prospective students are also required to demonstrate a standard of literacy in the English language and a standard of numeracy sufficiency through compulsory English and Maths tests.
- 6.18. FSB's programmes are delivered in English. The grading of the English entry test will align with the International English Language Testing System (IELTS); applicants must achieve a minimum IELTS score of 5.5 for undergraduate degrees with Foundation Year.
- 6.19. Regardless of any previous qualifications or examinations undertaken, all prospective students must complete FSB's English and Maths tests as part of the admissions process

unless the prospective student is applying via Advanced Standing and Direct Entry (see section 9) or for a postgraduate degree.

Screening for Accreditation of Prior Experience (SAPE)

- 6.20. Applicants who cannot present relevant qualifications in their application may be considered for admission based on prior education gained through personal and professional experience such as training that may take place at work, at home, or in personal time and if it is measurable and relevant to the course, candidates may complete the SAPE.
- 6.21. Applicants who provide a BTEC Level 3 (90 credits) or equivalent in the relevant subject will be exempt from completing a SAPE.
- 6.22. Applicants applying to a programme awarded by Bath Spa University are not required to complete the SAPE assessment. Instead, as part of the admissions process, these applicants must complete an APEL (Accreditation of Prior Experiential Learning) form in accordance with Bath Spa University's requirements.
- 6.23. For more information related to the APEL process, please refer to Section 6 of Bath Spa University's [Accreditation of Prior Learning Policy](#).

Academic Interview

- 6.24. Academic Interviews are conducted by an appropriate academic of the programme applied for. During the interview, the information contained in the application is considered such as the application form detailing the applicant's experience and personal statement.
- 6.25. Applicants must demonstrate that they have the necessary skills to successfully complete the course. Interviews assess candidates based on their communication skills, motivation, suitability for the chosen program of study, commitment and self-discipline and evidence of knowledge and understanding of the subject area.
- 6.26. The academic interviewer may further request additional interviews for the applicant with a more senior academic staff member, senior admissions officer, or the student support department.
- 6.27. No application will be deemed complete until all steps of the Admissions process have been completed.
- 6.28. Applicants are expected to be actively involved in the admissions process and may have various application deadlines. An application may be terminated if the applicant misses key deadlines or does not give timely responses to communications from the Admissions team. In this event, the applicant will be notified in writing if they have been withdrawn from

the application process; this communication will give the reason for withdrawal, information about appealing the decision and any options for reapplying to the next intake.

7. Equality of Opportunities and Widening Access

- 7.1. Prospective students may be required to undertake additional interviews. The additional interviews are explained below:

Assessing applicants with Disabilities and Special Educational Needs (SEN)

- 7.2. FSB welcomes applications from all disabled applicants, those with specific learning difficulties and special needs.
- 7.3. Early disclosure permits the School to offer prospective students suitable and reasonable adjustments during the admissions process and from the outset of their studies. This can be done on the School's application form, during the academic interview, or verbally to a member of the School staff.
- 7.4. All prospective students who have disclosed a disability or special need will be invited to attend an interview with a Wellbeing Officer to discuss the nature of the disability or special need.
- 7.5. All prospective students who declare a disability or special need will be advised of the support available to them via Student Support, including the process for applying for Disabled Students' Allowances.
- 7.6. Applicants must provide appropriate evidence from an accredited body or medical professional confirming the nature of the identified need.
- 7.7. Applicants unable to retrieve the required medical evidence from their GP or medical professional can complete a consent to access form. This enables the School to contact the applicants' GP or medical professional on their behalf. The consent to access form is available upon request from the Admissions Office and can be emailed electronically if required.
- 7.8. If an applicant is at a disadvantage because the School cannot meet certain application requirements or is forced to apply at the expense of the learning experience, the School will promptly notify the applicant as soon as the situation becomes apparent.

Applicants with Criminal Convictions

- 7.9. A previous conviction does not necessarily preclude admission to FSB and the School complies with the *Offender Rehabilitation Act (1974)*. Applications from applicants with a criminal record will be considered carefully.
- 7.10. FSB must take into account all convictions, including warnings, reprimands, and cautions, for applicants who are applying for a programme that requires an Enhanced Disclosure and Barring Service (DBS).
- 7.11. For those applying for other courses that do not require a DBS check, FSB will solely request disclosure of *relevant unspent convictions* that could endanger the health and safety of other students or the School's employees. Relevant unspent convictions in this case, whether they were obtained in the UK or elsewhere, are associated with:
- Any kind of violence including (but not limited to) threatening behaviour, offences concerning the intention to harm or offences which resulted in actual bodily harm.
 - Sexual offences, including those listed in the Sexual Offences Act 2003.
 - The unlawful supply of controlled drugs or substances where the conviction concerns commercial drug dealing or trafficking (drug offences only involving possession are not relevant offences).
 - Offences involving firearms.
 - Offences involving arson.
 - Offences involving terrorism.
- 7.12. Applicants must declare their previous criminal history on the School's application form. FSB reserves the right to deny admission to an applicant if the applicant has a criminal record that may endanger the safety of students and staff.
- 7.13. Applicants must provide full details of their criminal history upon request, after which they will be invited for an interview with the Senior Admissions Officer and/or Admissions Manager,
- 7.14. Depending on the nature of the applicant's criminal history, applicants may be asked to provide a reference from their previous/current employer, probation worker, or an individual in good standing.
- 7.15. Depending on the nature of the applicant's criminal history, applicants may be asked to provide a reference from their previous/current employer, probation worker, or an individual in good standing.
- 7.16. After the interview, the application will be reviewed by the Admissions Panel to assess the risk to other students, to staff, and to School property.

- 7.17. Applicants may be expelled from the School without prior notice if it is later found that the applicant has not declared any criminal history which they should have.
- 7.18. FSB retains the right to refuse entry to any applicant with a previous criminal conviction which may jeopardise the security, safety, or reputation of FSB or the awarding body

Access and Participation

- 7.19. FSB and its awarding bodies are committed to promoting fair access to higher education and working to improve the participation of groups of people statistically underrepresented in UK graduate populations. This commitment is enshrined within our Access and Participation Statement, which can be read on FSB's website.
- 7.20. FSB positively encourages applications from candidates from a diverse range of backgrounds, experience and ages, including those with disabilities. The School ensures that applicants participate in a fair and equal process for selection, regardless of gender, sexual orientation, race, ethnic origin, age, disability, religious beliefs, or personal economic circumstances.
- 7.21. FSB, as a community-focused learning provider. Our typical student demographic comprises mature learners from black and minority ethnic backgrounds who are returning to education, and who may need support in developing 'academic readiness' for HE. FSB specialises in the development of fair recruitment processes and reliable admissions screening for non-standard entry, suited to this demographic.
- 7.22. FSB works with awarding bodies that have approved Access and Participation Plans in place with the Office for Students (the Higher Education Regulatory Body for England). Where courses are delivered under franchise-validation arrangements, FSB works with its awarding bodies to ensure the fulfilment of their A&P Plans.

Applicants under 18

- 7.23. FSB does not accept applicants who will be under the age of 18 at the time of commencing study at FSB.
- 7.24. Applicants who are going to be 18 at the time of enrolment for study will be considered provided they meet the standard entry criteria specified in section 6.

Distance Restrictions and Travel Arrangements

- 7.25. To ensure applicants are able to fully engage with their studies and campus-based activities, all applicants applying to study at FSB are expected to reside within a 50-mile radius of their chosen campus.

- 7.26. Applicants whose primary residence is located more than 50 miles from the campus will be required to complete a Travel Form as part of the admissions process.
- 7.27. This form must outline the applicant's intended travel arrangements, their awareness of the financial constraints and demonstrate that they can reliably and consistently attend scheduled classes and academic commitments.
- 7.28. FSB operates multiple campuses across the UK. If an applicant resides closer to a different FSB campus than the one originally selected, they will normally be signposted to apply to the nearer location. This is to ensure accessibility, support academic success, and uphold the integrity of our attendance expectations.
- 7.29. FSB reserves the right to request additional supporting evidence or decline an application where travel arrangements are deemed impractical or unsustainable.
- 7.30. As with all applications, the final decision in such cases will rest with the awarding body, in line with their admissions policies and criteria.

Applicants from Multiple Occupancies

- 7.31. To uphold the integrity of the admissions process and to mitigate risks associated with fraudulent or coordinated applications, FSB may limit the number of applicants accepted from a single residential address within a given intake.
- 7.32. Each application will continue to be assessed on its individual merit; however, where multiple applications originate from the same address, additional checks may be conducted.
- 7.33. Where concerns arise, applicants may be asked to provide further supporting information. In some cases, applications may be declined if the circumstances do not align with FSB's admissions standards or raise compliance concerns.
- 7.34. 7.29 As with all applications, the final decision in such cases will rest with the awarding body, in line with their admissions policies and criteria.

8. Offers and Decision-Making Process

- 8.1. FSB's decision-making procedure has been designed in with due regard for *the UK Quality Code for Higher Education*.

The responsibility of the Dean (or a Senior Programme Academic nominated by them):

- i. Reviewing applications to study with all supporting documentation and approving, rejecting, or referring applications to the Admissions Panel.
- ii. Participating in any secondary candidate interviews where specified by the Admissions Panel.
- iii. The decision on standard applications shall rest with the Dean or Senior Programme Academic nominated by the Dean.

Once FSB has assessed and approved an application, the application will be submitted to the awarding body for final review and decision.

- iv. If the application is deemed unsuccessful, applicants can appeal the decision. (See section 9 for Appeals)

The responsibility of the Admissions Panel:

- i. The Admissions Panel reviews all study applications that require discretionary contributions from senior academics and those with particular expertise; it considers chiefly matters relating to students with special educational needs, safeguarding concerns, other cases which fall outside of the standard admissions procedure.
- ii. The decision to admit an applicant that falls outside of the standard admissions procedure shall rest with the Admissions Panel.

Once FSB has assessed and approved an application, the application will be submitted to the awarding body for final review and decision.

- iii. The Panel additionally considers appealed decisions of refusal.

Acceptance of an Offer

- 8.2. Applicants can accept their offer by logging into their online application. Applicants are required to complete four steps when accepting an offer:

- i. Funding Section
- ii. Select Timetable
- iii. Agree to the Student Enrolment Terms and Conditions
- iv. Complete the Admissions Satisfaction Survey

- 8.3. Accepted applicants will receive an offer sent which is published on their online application. The offer letter contains important information such as:
- i. Duration of course
 - ii. Awarding body
 - iii. Code ID and title of course
 - iv. Duration of the course
 - v. Awarding body
 - vi. Course start and end dates
 - vii. Total tuition fees for the course
 - viii. Duration of validity of offer
 - ix. Student Enrolment Terms and Conditions
 - x. Privacy Notice
- 8.4. Once all steps have been completed, the applicant is deemed to have accepted their offer. The Admissions team will provide information on the enrolment and induction process the student must attend to formally begin their studies.
- 8.5. Applicants have the right to cancel their acceptance of the offer any time up to 14 days after the acceptance. If the applicant cancels within this period, they will not be bound to the Enrolment Terms and Conditions.
- 8.6. Places for FSB's programmes are limited and offers cannot be made to every applicant that meets our typical entry requirements. If an offer cannot be made due to the capacity being full, the applicant is notified in writing and offered an alternative program (if available).
- 8.7. It is the responsibility of the applicant to provide full and accurate information as part of the admissions process and to notify the School of any changes or corrections to their original applications.
- 8.8. Applicants are required to accept their offer within 14-days of the offer issue date. Applicants that fail to accept their offer will be deemed as cancelled.
- 8.9. The Head of Admissions manages the fairness and consistency of offer making.
- 8.10. If FSB intends to deny an application, the applicant will explain the reason for the denial, along with information about the appeals process and how to successfully reapply in the future. (See 9 for appeals).
- 8.11. FSB offers its programmes as part of a franchise partnership with the awarding body. Applicants are expected to fulfil all the admissions requirements prescribed by the awarding university. All offers issued by FSB are conditional and subject to final approval from the awarding university. If the awarding university deems an application unsuccessful, FSB will have to cancel the conditional offer. This can still take place even after the applicant has accepted the offer.

9. The Assessment of Advanced Standing and Direct Entry

- 9.1. Applicants who have previously completed a qualification at level 4 or 5 or who can demonstrate relevant experience may be eligible to start a programme at a different entry point.
- 9.2. Applicants wishing to apply for advanced standing must provide original transcripts and proof of previous education with their application. Applicants who are eligible for advanced standing with specific credits will be notified after deliberation by the Admissions Panel and in consultation with the awarding body.
- 9.3. Applicants will be required to submit all required documents set out in section 6.10 and complete the academic interview.
- 9.4. Depending on the nature of the applicant's prior learning or qualifications, the Admissions Team may require the applicant to undertake FSB's English and/or Maths tests as part of the admissions process. In such cases, this would be communicated to the prospective student.
- 9.5. More information regarding the assessment of advanced standing and direct entry can be found on the School's website: <https://fsb.ac.uk/how-to-apply>

10. Re-applications from previously registered students

- 10.1. FSB understands that some applicants may wish to interrupt their studies due to personal reasons or unforeseen circumstances.
- 10.2. The Re-admission Process applies to former FSB students who were previously enrolled on a course and have requested permission to be readmitted to study.
- 10.3. This process applies only to students who previously withdrew from a course or were withdrawn by the School.
- 10.4. Students are required to provide documentary evidence to explain why they were unable to complete their previous course, and their activity since leaving the School.
- 10.5. Applying for Re-admission can be done by completing the Re-admission form which can be found on the FSB website <https://fsb.ac.uk/readmission-process>.
- 10.6. Former students wishing to apply for Re-admission are encouraged to complete the Re-admission form one month before the start date of their new chosen course. Any applications submitted after this time may not be processed in time.

- 10.7. Former students who have been approved by the Re-admission Panel will be required to re-apply as a new student and follow the standard admissions process and meet any conditions outlined by the Re-admission Panel, if any.
- 10.8. Former students that have been deemed unsuccessful for Re-admission would not be able to re-apply at FSB for any future cohorts or appeal against the decision of the Re-admission Panel.
- 10.9. If an applicant has had previous study terminated or was in poor academic standing at the point of their withdrawal, the School reserves the right to not consider their application to any programme of study.

11. Feedback, Appeals and Complaints

- 11.1. FSB is committed to providing a fair, transparent and consistent procedure for handling feedback, appeals and complaints which is accessible to all applicants. However, we acknowledge that there may be cases where you are dissatisfied with the admissions process.

Informal Complaint Procedure

- 11.2. FSB is devoted to solving admission queries fast and informally. Firstly, the applicant must discuss their complaint informally with the Admissions Officer. If the applicant is unsatisfied, then the formal complaints and appeals process will apply.
- 11.3. Applicants should normally raise the matter within 10 working days of the action.

Formal Complaint Procedure

- 11.4. If the complaint is not resolved to the satisfaction of the applicant through this informal means with the Admissions Officer, the complainant should submit the Admissions complaint form which be made on the School's website:
<https://fsb.ac.uk/admissions-appeals/>
- 11.5. The complaint form should be completed and submitted correctly and should include copies of all previous correspondence; and explain why the applicant remains dissatisfied and the intended outcome.
- 11.6. The Senior Admissions Officer shall investigate the complaint with relevant staff, if it is deemed necessary, and reply within 10 working days.

- 11.7. If the applicant continues to be dissatisfied with the Senior Admissions Officers' response, the applicant may then write to the Head of Admissions. The Principal will be made aware of complaints escalated to this level.
- 11.8. The response from the Head of Admissions is considered final.
- 11.9. Complaints must only be made by applicants, except in special circumstances.
- 11.10. If the complaints procedure is not followed correctly by the complainant, the complaint may be considered inadmissible.
- 11.11. The complaints procedure cannot be used to appeal against the outcome of an application

NB: the Admission complaints procedure is distinct from the Student Complaints Procedure.

Appealing a rejected application

- 11.12. Where an application has been rejected, the applicant may appeal in writing to the Admissions Panel.
- 11.13. Applicants can submit an appeal by completing the Admissions Appeal Form available on the School website: <https://fsb.ac.uk/admissions-appeals/>
- 11.14. Applicants must appeal within 20 business days of receiving a decision on their application. The Admissions Panel will consider an appeal if the applicant proves that:
- i.* In case of a dispute between the published admission criteria and the admission decision,
 - ii.* Administrative or procedural errors when processing the application,
 - iii.* Emergence of information that may have influenced the decision and was not available at the time of the initial decision or was provided by the applicant but was not considered by the School,
 - iv.* The School has not followed its normal procedures (as outlined in this policy), or applied them fairly, and this has had a material impact on the decision of refusal.
- 11.15. The Admissions Panel responds to the applicant's appeal in writing, usually within 10 business days. If a response is delayed, the applicant will be notified of the reason for the delay.

- 11.16. The applicant is notified of the appeals process when the outcome of their application was published.
- 11.17. If the appeal is granted, the response will be communicated to the applicant and will indicate the results of the School's application review.
- 11.18. The decision of the Admissions Panel is final.

NB: the Admission appeals procedure is distinct from the Student Appeals Procedure.

Requesting feedback on a rejected application

- 11.19. All FSB applicants should expect and receive fair and equitable treatment from all FSB employees in the application and registration process.
- 11.20. Decision-making will be fair and transparent and applicants have the right to receive detailed decision feedback on their application upon request by emailing admissions@fairfield.ac
- 11.21. The applicant is required to request feedback on a rejected application within 10 working days of the School's communication of the unsuccessful application.
- 11.22. The Head of Admissions will provide general feedback to the applicant within 10 working days from the date of the request.

12. Student Induction

- 12.1. FSB will offer an inclusive and suitable induction to all new students as a part of their formal enrolment onto the School's programmes.
- 12.2. The purpose of School's induction is primarily to:
- i.* To prepare students for rigorous study and to adjust to academic life,
 - ii.* Introducing the School campus layout, facilities, support services, and virtual learning environment,
 - iii.* To provide students with the information and resources they need to begin learning (e.g. reference books and timetables),
 - iv.* Formally introduce key staff to students,
 - v.* To provide students with their FSB Student ID Card.

- 12.3. FSB generally informs students of the induction details at least 14 days prior to the date of induction, unless they are notified as soon as possible due to late enrolment in the program.
- 12.4. Students enrolling on a franchised/validated course under a collaborative partner will be asked to complete the university/school's enrolment/registration form which is then forwarded to the relevant partner.
- 12.5. New students must attend FSB's induction day. (In case the student misses the induction day or time slot, one to one induction may be provided on arrival as part of the registration process).
- 12.6. FSB reserves the right to cancel and withdraw any application if the student does not attend the induction and there is no formal communication with the Admission Team. *More information about student inductions is given in the School's Student Induction Policy.*

13. False Information

- 13.1. FSB reserves the right to withdraw or reject any application found to contain misleading or false information. This information may also be shared with the external patrons for further investigation and may result in the application being withdrawn entirely.
- 13.2. FSB will take responsible steps to check that documents provided by the applicant are genuine documents; they do not contain any obvious alterations; and they relate to the applicant. Where there are any doubts about the authenticity of the documents further checks will be made through the issuing authority. Evidence of further checks will be placed on the applicant's file.

14. Review and Update

- 14.1. Responsibility for reviewing and evaluating the effectiveness of the Student Admissions and Recruitment Policy resides with the Academic Board. Updates to this policy will be coordinated by the Head of Admissions, all revisions and amendments will be reviewed by the School's Executive Committee and ratified by its Board of Governors.

Document governance

Document owner*	Head of Admissions
Consulted parties**	Vice Principal, Quality Manager, Programme Managers
Next update due	September 2026
Classification	Public – anyone can view this document

**Responsible for updates to this content.*

***To be consulted on updates to this content.*

Versions

Version no.	Description of Changes	Approved by	Date
1.0 - 8.5	Original versions and subsequent updates	Executive Committee	Sep 2016 - Sep 2018
9.0 – 9.1	Amendments to document structure and guiding principles to align with Revised UK Quality Code for Higher Education and to reflect procedural changes effective from 2019.	Board of Governors	Sep 2019
9.2 – 9.3	Minor amendments to student consultation process and SAPE information. Clarification of grounds for appealing refusal of admission	Board of Governors	May 2020
9.4	Annual review and update. Clarification on role of re-admission panel added.	Board of Governors	Oct 2020
10.0	Substantial re-write to all sections and review of general principles of admission. New formatting style applied	Board of Governors	Oct 2022
10.1-10.2	Annual review and minor updates	Board of Governors	Nov 2023 Sep 2024
10.3	Procedural updates and removal of obsolete content.	Board of Governors	July 2025