

Admissions Policy 2027/28 Entry

Royal Holloway University of London

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1. Introduction

1.1 This Policy sets out the position of Royal Holloway (the “University”) on key matters relating to the recruitment and admission to all undergraduate and postgraduate (taught and research) courses.

1.2 The University Admissions Policy and Procedures comply with relevant legislation and are guided by the expectation for quality in the QAA's UK Quality Code for Higher Education¹, from admission to completion, all students are provided with the support that they need to succeed in and benefit from higher education as well as the guidance provided in the UK Quality Code, Advice and Guidance: Admissions, Recruitment and Widening Access² and the Fair Admissions Code of Practice, published by Universities UK³.

2. Governance

2.1 The Admissions Policy is approved by the University Education Committee (UEC) and reviewed on an annual basis ahead of the relevant admissions cycle.

2.2 The Policy follows the law of England and Wales, including specific compliance with legislation relating to equality, discrimination, data protection, human rights, and immigration.

3. General Principles

3.1 The University is committed to providing a professional admissions service and to providing clear, fair, and consistently applied policies and procedures. The University is guided by the principles articulated within the Universities UK Fair Admissions Code of Practice (2023).

3.2 The University is committed to providing fair and equal access to all applicants who have the potential to succeed in their chosen course and to contribute to our academic community. Applicants will not be discriminated against on the grounds of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, or pregnancy and maternity.

In addition, we recognise that other factors, such as socio-economic background, care experience, first-generation status, and refugee or asylum-seeker status, can create barriers to access. We are committed to addressing these as part of our widening participation and fair admissions practices.

No conditions of entry will be imposed which may be more difficult for members of a particular group to meet than others, unless they are demonstrably justifiable on academic grounds. Equality, Diversity and Inclusion is embedded in our induction and training for all staff, including those involved in admissions, to ensure inclusive and consistent decision-making.

3.3 The University recognises that, in order to provide fair and equal access to all prospective students, it may need to demonstrate a flexible approach and, where appropriate, make adjustments for individual applicants – for example, applicants who have faced exceptional circumstances.

3.4 The University is committed to widening participation and fair access and encourages applicants from all social and cultural backgrounds.

3.5 The University is committed to equal consideration of all ‘on time’ undergraduate applicants in accordance with UCAS guidelines. This means those that apply by UCAS’s equal consideration deadline in January.

3.6 This Policy does not cover the admission of exchange or study abroad or other short term study students.

¹ <https://www.qaa.ac.uk/en/quality-code/advice-and-guidance/admissions-recruitment-and-widening-access>

² <https://www.qaa.ac.uk/en/quality-code/advice-and-guidance/admissions-recruitment-and-widening-access>
<https://www.universitiesuk.ac.uk/what-we-do/policy-and-research/publications/fair-admissions-codepractice>

4. Roles and responsibilities

4.1 The Admissions and Applicant Services team forms an integral part of the Directorate of Marketing and Communications and works closely with academic departments to deliver a professional and equitable admissions and applicant enquiry service.

4.2 The Admissions and Applicant Services team is responsible for:

- a) Ensuring the accuracy and consistency of information concerning course entry requirements is provided to potential applicants on the University's website and UCAS Course Search.
- b) Ensuring that the University delivers a fair, transparent, and efficient admissions service;
- c) Ensuring that entry criteria are approved by the University's Student Recruitment Sub-Committee prior to the start of each admissions cycle;
- d) Liaising with applicants throughout the admissions process;
- e) Decision making on individual applications for departments where this has been delegated to the Admissions and Applicant Services team, using agreed admissions criteria;
- f) Processing and communicating all formal admissions decisions to applicants and making all offers to applicants on behalf of the University;
- g) Issuing Confirmation of Acceptance for Studies (CAS) letters to enable international applicants to apply for their visa to study in the UK;
- h) Providing information, advice and assistance to Academic Recruitment Leads, and colleagues across the University on admissions processes and entry requirements, including the equivalencies of non-standard qualifications;
- i) Safeguarding the University from fraudulent applicants;
- j) Safeguarding the University from applicants with relevant criminal convictions for particular courses (in conjunction with other key services within the University);
- k) Ensuring compliance with external regulations concerning UK Visa and Immigration (UKVI) requirements, fee status, Academic Technology Approval Scheme (ATAS), GDPR, the Disclosure and Barring Service (DBS), and Consumer Protection Law as applicable to admissions;
- l) Compliance with GDPR regulations, which includes a requirement to only communicate about an application with the applicant themselves or their nominee as given on their application form.

4.3 Academic Faculties are responsible for appointing an Associate Director of Recruitment and Global (role title may change, but role remains the same) who will oversee compliance with the University's Admissions Policy across the Faculty and will propose entry criteria for courses.

Academic departments are responsible for:

- A) Allocating suitable members of staff to lead on each of undergraduate and postgraduate taught recruitment for their department and ensuring these staff are appropriately inducted and trained for the role in collaboration with the Admissions and Applicant Services team;
- B) Recommending entry criteria for all courses in liaison with their Faculty Associate Director of Recruitment and Global and in line with University policies;
- C) Conducting interviews, where required, in accordance with section 8 of this Policy on Selection;
- D) Making timely decisions on applications following interview or submission of portfolio, where this has been agreed by the University Education Committee, and on borderline applications, in conjunction with the Admissions and Applicant Services team;

- E) Compliance with UK GDPR regulations, which includes a requirement to only communicate about an application with the applicant or their nominee as given on their application form. If the department is unsure whether a third party has been nominated by the applicant, any requests for information should be passed to the central Admissions and Applicant Services team.

4.4 The University's Academic Board has oversight of this Policy as it relates to the admission of students. This includes approval of all academic and English language requirements. This responsibility is carried out on recommendation from the University Education Committee.

4.5. Royal Holloway has a partnership with a provider called Study Group, who run our International Study Centre (ISC), and also recruit international applicants from certain countries. Study Group are responsible for all of their own admissions.

5. Advice and guidance for applicants

5.1 The University is committed to providing high quality, up-to-date and accurate information, advice and guidance to applicants and their advisors.

5.2 The Directorate of Marketing and Communications is responsible for:

- a) publishing entry requirements in relevant online and offline materials in a manner that is clear and accessible to applicants and their advisors;
- b) maintaining the accuracy of the advice and guidance information provided on the University website and the UCAS entry profiles.

5.3 The University reserves the right to make changes to the content or delivery of some courses, their entry requirements, or other matters of the Admissions Policy after the publication and distribution of printed materials, such as the prospectus. Such changes will only be made where reasonable and necessary due to unexpected events, where requirements of relevant Professional, Statutory or Regulatory Bodies have changed and course requirements must change accordingly or where changes are deemed necessary on the basis of student feedback and/ or the advice of external advisors to enhance academic provision. All online information will be kept up to date at all times. Where significant changes have been made after offers have been made, all affected applicants will be notified of these changes at the earliest opportunity. See section 11.

5.4 The University is committed to responding in a timely way with accurate and clear information to applicants and other enquiries received by phone, email, or other channels. It is to be expected that the speed of response will fluctuate throughout the academic year.

5.5 Applicants are advised to direct any enquiries to the Admissions Enquiry Form in the first instance: royalholloway.ac.uk/applicationquery.

5.6 Progression/Partnership Agreements: The University maintains progression and partnership agreements with both local schools and colleges and a number of partners outside of the UK. The latter not only support overseas recruitment, but also promote cross-cultural awareness within the student population and staff academic exchange.

6. Application process

6.1 Applications for undergraduate courses, including the Integrated Foundation Year and the MSc Social Work must be made through the Universities and Colleges Admissions Service (UCAS) at ucas.com. An application fee is charged by UCAS, however this may be waived by UCAS for applicants in receipt of government funded free school meals and care leavers. Applicants must submit their application by the UCAS January equal consideration deadline to be guaranteed equal consideration for their chosen course. The University does not have to consider applications received after the deadline, although we can if spaces are deemed available once the 'on-time' applications have been considered.

6.11 Separate admissions processes will be agreed with partner organisations. This may include agreed pathways for students to enter into year 2 or 3 of the course.

6.12 Applications for postgraduate courses, with the exception of the Doctorate in Clinical Psychology and some professional Social Work courses, must be made directly to the University using the online Application Portal. Information on how to apply can be found on our [website](#).

6.13 Postgraduate applicants are encouraged to apply as soon as possible after the start of the admissions cycle, as popular courses may close during the cycle if sufficient applications to fill all of the available spaces have been received. Application deadlines will be published on our [website](#).

6.14 In instances of high application volumes, the University reserves the right to remove courses from its offering, or close for new applications altogether at short notice, outside of the usual applications deadlines detailed above except for those liable to and publicised before the UCAS Equal Consideration Deadline.

6.15 All applicants are sent an automated email acknowledgement from the University once their application has been received.

6.16 The turnaround time for complete undergraduate and postgraduate taught applications is normally no longer than 20 days, except where a 'gathered field' approach is used, although this may be increased during peak periods. A gathered field involves holding back on making decisions for all applicants until a certain date, typically after an equal consideration deadline, to assess applications collectively as a group. This ensures that all applicants within the field are evaluated fairly and consistently, regardless of when their application was submitted. Research applications are normally turned around within 8-10 weeks dependant on a variety of factors.

6.2 Tuition fees assessment

6.21 The rate of tuition fees charged is based on a number of elements including an applicant's nationality and residential category ("Home" or "International"). All applicants are required to self-assess their residential category as part of their formal application to the University.

Applicants will be assessed by the University from the information provided as to whether they are eligible to pay home or international tuition fees. The University will request further information if a fee status is unclear from the initial information provided on the application form. The tuition fees assessment is a separate process from checks relating to right to study in the UK, as in 10.17.

The documents required for assessment may be one or more of the following:

- a. Clear whole photocopies of the applicant's passport or proof of citizenship
- b. Proof of an applicant's Indefinite Leave to Remain / Right of Abode
- c. Proof of an applicants Exceptional Leave to Remain / Enter / Humanitarian Protection / Discretionary Leave or Proof of Refugee status
- d. If an applicant's main residence has been outside of the UK, then we will require proof that the applicant has regularly returned to the UK e.g. Flight itineraries.
- e. A letter from the applicant's parents' employer, should the applicant's parents' work have taken them out of the UK on a temporary basis.

All fee status eligibility decisions will be made by the admissions teams in accordance with UK Council for International Student Affairs (UKCISA) guidance.

The University's Student Fee Regulations which detail further information relating to tuition fees, fee payments and fee waivers can be located on our [website](#).

A fee status decision may be re-assessed if further information is made available which was not provided at the point that the fee status was originally assessed, or if there are changes to the funding arrangements of Home students from the Government after the original fee status assessment.

Fee status decisions will be reviewed if the academic year or the level of study changes, as fee regulations vary depending on the age of the applicant, the level of study, and/or the academic year of study. Students who enrol and then apply to a new course of study at the University will have their fee status reassessed upon application to the new course.

6.3 Artificial Intelligence (AI)

We recognise that AI tools can play a role in supporting learning, research and creative inspiration. However, when applying to Royal Holloway, applicants must ensure that all personal statements and application documents are written in their own words and reflect their authentic experiences, skills and ambitions. These materials should represent the applicant's unique voice.

While AI may be used to help with idea generation, organisation or refinement, it must not be used to generate substantial sections of a personal statement or other application documents. This is consistent with UCAS guidance on AI in applications.

Applications found to contain content not authored by the applicant, including material generated by AI and presented as their own, may be considered a breach of admissions integrity and may not be accepted.

For transparency, we confirm that AI tools are not used by Royal Holloway in making admissions decisions.

7. Entry requirements

7.1 Entry requirements are detailed in the University publications. The primary sources of this information are the University's website, and the UCAS entry profiles. As printed materials are published well in advance of an admissions cycle, applicants should always refer to the University's website for the most up-to-date information.

7.2 Entry criteria are reviewed annually, and any changes must be approved by the University Academic Board, on recommendation from the Student Recruitment Sub-Committee..

7.3 All applicants for undergraduate courses are required to demonstrate a good standard of general education. Please refer to the [Academic taught regulations](#). For those who have undertaken their education in the UK, for most courses this would normally be five GCSE passes at Grade 4 and above, including Maths and English Language, although some courses require higher grades, and these are listed as part of the course entry criteria. Applicants applying for the integrated Foundation Year in Arts and Humanities pathways will still be required to hold five GCSE passes grade 4 to 9 including English, but Maths is not required.

7.4 All applicants are expected to demonstrate a suitable standard of English language proficiency, which is set by the Student Recruitment Sub-Committee and approved by the University Academic Board. Suitable levels of English language proficiency will take into consideration not only the student's ability to academically succeed in the course but also be in line with any UKVI policy. Details of the accepted English language qualifications and the required levels for each qualification are published on the University website. Where applicants do not meet the required level, they can choose or may be advised to take the Pre-sessional English Language Programme On-line (PELPO) with our partner, Study Group.

7.5 All applications must normally have at least one satisfactory reference. An appropriate referee is one who can write knowledgeably about the applicants' education and/or career history. A family member or friend cannot act as a referee. For postgraduate applications, if a reference is not supplied at the application stage, this may be made a condition of any offer.

7.6 The University accepts a wide range of country-specific qualifications, and these are published on the University website. If an applicant is unable to find advice on the acceptability of their qualification(s), they should contact the Admissions and Applicant Services team for further guidance before applying.

7.7 Where an applicant has taken a qualification that is not certificated in English, the applicant will be required to supply a notarised transcript translated into English.

7.8 For undergraduate courses, offers are normally based on three A-Levels or an equivalent qualification that is deemed acceptable by the University. Applicants are advised to look at course-specific requirements in the [University course finder webpages](#) or to use the UCAS Course Search facility. The University does not use the UCAS tariff for entry criteria. Entry requirements are set taking account of a range of factors, including the academic background required to succeed on a programme; the number of places available and anticipated level of competition for places for the year of entry in question; performance of previous applicants and alignment with requirements for similar courses elsewhere in the sector. Entry requirements are therefore likely to differ from the actual grades accepted in previous cycles. Entry requirements may also be changed during the Confirmation and Clearing period from July (see paragraph 8) once the number of confirmed applicants is known.

7.9 International applicants who do not meet the entry requirements for an undergraduate degree can either choose to study at the International Study Centre (ISC) on the International Foundation Year (IFY) or International Year One (IY1) or, if they have met their English language requirements and the appropriate pathway exists, can apply to study the Royal Holloway Integrated Foundation Year.

7.10 The entry requirement for admission to a postgraduate taught course is normally a UK Second Class Honours degree (2:2) with consideration given to a recognised professional or international qualification, or equivalent relevant industry experience. Please refer to the [Academic taught regulations](#). Entry requirements for each course are published on the University's website.

7.11 International applicants who do not meet the entry requirements for a postgraduate taught course, and their application does not contain relevant experience to elevate their application, may apply to study a Pre-Masters programme (PMP) at the Royal Holloway International Study Centre (ISC) if the appropriate PMP is available. Through the ISC, automatic progression is available to named Masters courses, provided that the requisite grades are achieved during the PMP year and other associate entry requirements are met.

7.12 The entry requirement for a postgraduate research course is normally a Masters degree but some departments may accept a UK First or Upper Second Class Honours degree or a recognised international equivalent.

8. Selection process

8.1 All applications to the University are assessed in the first instance by the relevant Admissions Operations Advisor.

8.2 All applications will be considered in line with the University's [Equal Opportunities Statement](#) and all decisions will be made in accordance with this statement.

8.3 All applications will be considered on an equal basis, against criteria which have been approved by the Student Recruitment Sub-Committee and Academic Board prior to the beginning of the admissions cycle. When assessing the academic suitability and potential of applicants, the following information will be considered, as provided on the application form:

- Qualifications achieved;
- Predicted achievement in qualifications which are currently being studied;
- Educational context in which qualifications have been taken (undergraduate only);
- Personal/supporting statement;
- Employment history (where relevant);
- Reference;
- Research proposal (research programmes only).

In most cases, personal statements are not formally assessed as part of the selection process, however, they may be used to provide context for borderline decisions or to differentiate between equally qualified applicants in situations where there is significant competition for places. In addition, some departments may need to consider additional information by means of an interview or portfolio.

8.4 Undergraduate applicants whose predicted grades are more than four grades below the standard offer will not normally be made an offer.

8.5 All applicants who are successful in gaining an offer of a place at the University will be notified of this, either in writing by the Admissions and Applicant Services team, or through UCAS. This notification represents the formal offer of a place, and a legal contract is formed between the applicant and the University on the basis of the terms and conditions of the offer, once the applicant accepts the offer and has completed online sign up, as part of the enrolment process.

8.6 If the University is unable to make an applicant an offer of a place on their chosen course, it may be possible to make an offer on a similar, alternative course. This may happen at either the initial offer stage or at 'Confirmation' once results are known. If this is the case, a change of course offer will be made, and the applicant will be notified of this.

8.7 The University offers a programme of in-person and online Open Days. Applicants and prospective applicants can register to attend these events at any point. However, all undergraduate applicants who apply during the standard admissions cycle and who are made an offer of a place will be directly informed of the dates of upcoming Open Days and encouraged to register. Information will be sent out within an appropriate timescale allowing applicants to make arrangements to visit the University or attend an online alternative if that is preferred.

8.8 Applicants who are made an offer of a place will be given a deadline by which to meet the conditions of offer. In the event the applicant does not meet their conditions by the date stated, it may not be possible to hold their offer of a place open.

8.9 Historical trends and data will be used to determine the number of offers to be made for each course. Where a course attracts a high ratio of applicants to places, applications may be held in a "gathered field" until the application deadline, to allow for equal consideration. In the case of postgraduate courses, high levels of applications may result in the need to implement a non-standard application deadline. In such cases, the deadline will be published on the course pages of the University website.

Interview and portfolios

8.10 Where a course requires applicants to attend a selection interview or to submit a portfolio, this will be published on the University's website and, for undergraduate courses, the UCAS website.

8.11 Where an interview is held for selection purposes (postgraduate only), only those applicants attending the interview will be considered for an offer.

8.12 All academic interviews will be conducted in a manner that is fair, consistent, and transparent. They may take place face-to-face, by telephone or through electronic means (e.g. Microsoft Teams). All interviews for the same taught course of study will follow a similar format and similar questions will be asked. It will be the responsibility of the interviewer(s) to complete and retain interview assessment forms for each candidate, a template for which is available from the Admissions and Applicant Services team. This assessment form may be used to provide feedback to individual applicants in cases where a decision to reject has been made. If a department wishes to use a different template, this must be approved by the Director of Student Recruitment to ensure compliance with fair admissions.

8.13 All interviews will be conducted in accordance with the University's [Equal Opportunities Statement](#).

Use of Contextual Data

8.14 As part of the University's holistic assessment of all applications, contextual data, provided as part of the UCAS application, may be considered. This information sets an application into its educational or socio-economic context allowing the University to consider additional factors which may have impacted on an applicant's educational achievement to date.

8.15 Currently, applicants who meet one of these criteria:

- Care Leaver
- Estranged from parents
- Disability and Mental Health condition
- Mature applicant
- Refugee/Asylum Seeker
- In receipt of free school meals
- Caring responsibilities

Or two of these criteria:

- IMD Q1/2 residential postcode
- POLAR Q1 residential postcode
- Low performing School

will be flagged for a contextual offer i.e., these applicants are deemed to be from a widening participation background:

8.16 Consideration of applications from students who are flagged as from a widening participation background will be based on the same criteria and principles as all other candidates, but applicants flagged will be provided an offer at, or at the equivalent of no more than two A level grades below the standard offer.

Offers

8.17 Where no additional assessment is required, an applicant will normally be given a decision on their application within 20 days of their application being received. For undergraduate applications received on or near to the UCAS January Equal Consideration Deadline, this may take up to five weeks.

8.18 The majority of applicants, who have yet to complete their qualifications, will normally be given the standard conditional offer for their chosen course, as published on our website.

8.19 For international applicants requiring a CAS, offer of a place does not guarantee a CAS will be issued. Your eligibility for a CAS will be assessed further, in line with the University's Student Route Sponsorship and Confirmation of Acceptance of Study (CAS) Issuing Policy and this assessment is an additional stage to the application process.

Meeting offer conditions, Confirmation and Clearing

8.20 Applicants who fail to meet their conditions of offer by a small margin ("near miss") may be considered at 'Confirmation' (when we receive the results), subject to available space on the course, once those who have met all their conditions of offer have been accepted. Applicants who fail to achieve the University's minimum entry requirements will not normally be accepted.

8.21 Where it is not possible to accept "near miss" applicants because there are insufficient places available, offers to suitable alternative courses may be made at 'Confirmation'. No obligation to accept this alternative offer is placed on the applicant.

8.22 The University may consider undergraduate applicants with qualifications that are lower or higher than the published standard entry requirements at 'Clearing', should a course still have space for additional students. Applicants who fail to meet the University's adjusted entry requirements will not normally be accepted at 'Clearing' (see paragraph 7 of this policy).

8.23 Undergraduate courses which have vacancies for Clearing applicants will be published on the University website in August, along with the telephone number to call for enquiries. Campus tours will be available for those applicants made an offer through Clearing.

8.24 A student's registration with the university will be discontinued if they fail to complete enrolment by the enrolment deadline.

Extenuating circumstances

8.25 Applicants with extenuating circumstances should ensure that the relevant exam board is notified of these circumstances, prior to the issue of results.

8.26 Applicants should provide the Applicant Services team a letter from their school or university to support their claim of extenuating circumstances, along with any additional supporting documentation, prior to the issue of results. This should be submitted via the [Applicant Portal](#). It may not be possible to give any consideration to extenuating circumstances notified after results have been issued.

8.27 The University reserves the right to assume that the relevant exam board has taken account of extenuating circumstances and that appropriate adjustments have already been made and are reflected in the results. The University may choose to consider the extenuating circumstances further if the applicant has narrowly missed the conditions of their offer but there is no guarantee that it will.

Re-marks and examination appeals

8.27 Applicants who have applied for a re-mark or appeal with an awarding body should notify the University immediately. Whilst the University will make every effort to reconsider applicants whose grades are amended as the result of a successful re-mark, it may not always be possible to hold a place pending the outcome of an appeal.

8.28 In the event that a re-mark is successful, and the applicant then meets the conditions of their offer, if the course is full at the time that information becomes available, the applicant may be offered an alternative course or a deferred entry place for the following year.

Deferred entry

8.29 The University may consider applications for deferred entry and will also normally consider requests to defer after an application has been received. The University normally allows applicants to defer their offer for one year, after which time the applicant is required to reapply.

8.30 Deferred entry applications will be considered using the same criteria as applicants for the current year. If an applicant has applied through UCAS, they must meet the conditions of their offer within the year that they applied, as only unconditional firm applications can be deferred. Applicants will not be allowed to defer an already deferred offer.

8.31 Offers of a deferred place will not be made in Clearing, unless the applicant meets the standard published entry requirements for the course.

Re-admission policy

Applicants who will not normally be considered for re-admission:

8.32 Applications will not be accepted from any person who has previously been a student of the University and whose registration was discontinued as a result of academic and/or non-academic disciplinary offences. This may also include cases where an international student has previously been issued with a Confirmation of Acceptance for Studies (CAS) and has not complied with, or has breached, visa conditions, or where further sponsorship would place the University's sponsor licence at risk. Any such application received will be rejected without further consideration.

8.33 The University reserves the right not to consider an application for admission, not to admit an applicant, and/or to withdraw an offer where, in the University's reasonable opinion, the applicant has previously been vexatious, malicious and/or unnecessarily litigious in their dealings with the University.

Applicants who may be considered for re-admission:

8.34 For applicants whose registration was discontinued following the formal warning process, re-admission may be considered, but is not guaranteed. The University reserves the right to refuse re-admission. Any outstanding fees owed to the University must be paid in full before an application for re-admission will be considered.

8.35 Applicants whose registration was discontinued following academic failure may apply for admission to a different course. Admission is not guaranteed and applications will be considered by the relevant academic and professional services departments. The University reserves the right to refuse re-admission where it considers that the applicant is unlikely to successfully complete the proposed course.

Applicants are responsible for informing the Admissions team that they have previously studied at Royal Holloway. Failure to disclose previous enrolment may result in registration being discontinued if this information is identified later and the appropriate re-admission checks have not been completed.

All applications for re-admission must be submitted no later than exactly 2 months prior to the start of enrolment week.

Applicants who withdrew or were discontinued for administrative reasons:

8.36 Applicants who withdrew from their course of study, or whose registration was discontinued due to non-enrolment or non-payment of tuition fees, may apply for re-admission to the University.

Where the applicant wishes to study a different course, an application for re-admission will be required and will be considered on a case-by-case basis.

Where the applicant wishes to return to the same course:

a) if less than two years have elapsed since withdrawal or discontinuation, the applicant may be eligible to return through the University's reinstatement process (hyperlink to: <https://intranet.royalholloway.ac.uk/students/study/personal-study-details/study-details/student-movements/reinstatement.aspx>); or

b) if more than two years have elapsed since withdrawal or discontinuation, the applicant must apply for re-admission and the application will be considered on a case-by-case basis.

Additional restrictions on re-admission:

8.37 An applicant who has already obtained an Honours degree or an Integrated Master's degree will only be admitted to a course that the University considers to be sufficiently different from the qualification already completed. Applicants who require a student visa must also satisfy UK Visas and Immigration (UKVI) academic progression requirements.

8.38 Applicants may not be permitted to re-enrol on the same course, or on a course containing substantially the same content, from which they previously withdrew where the University's Student Academic Regulations would not normally permit further reassessment or retake opportunities.

Accreditation of Prior Learning (APL/APEL)

8.38 Accreditation of Prior Learning will be considered for application in line with the University's [Academic taught regulations](#).

8.39 Postgraduate applicants may request recent prior learning and experience to be taken into consideration in lieu of a degree in order to gain entry to a postgraduate course.

8.40 Where applications are based on prior learning or experience, responsibility rests with the applicant to provide appropriate evidence to support their claim that they have achieved knowledge and skills.

8.41 The University will consider undergraduate applicants for second year entry on an individual basis. Vacancies for second year entry are extremely limited and may not be available in all departments. Applicants wishing to apply for second year entry should demonstrate a strong academic performance in their current course and will normally be required to meet the first year entry requirements for the course they are applying for. In addition, applicants need to meet the required progression requirements. Any applicants wishing to apply for second year entry must do so via UCAS. Applications for third year entry cannot normally be considered.

Fraudulent applications and plagiarism

8.42 Where the University is notified that an applicant has been highlighted under the UCAS Similarity Detection Service, or during the course of UG/PG application assessment, the application will be put on hold, investigated, and contact will be made to the applicant in due course. At the discretion of the Admissions Managers and/or Associate Director of Admissions, the applicant may then be requested to submit a new personal statement before the application can be processed. The University reserves the right to reject applications immediately where they contain significant quantities of plagiarised content. No warning shall be given in this instance.

8.43 Standardised templates provided to applicants by agencies as part of their service are not allowed. Personal statements are required to be individual to each applicant and contain minimal material from Royal Holloway's website.

8.44 It is the applicant's responsibility to ensure that the information they provide is accurate and complete and does not contain false or misleading information. It is also the applicant's responsibility to provide additional information when requested to do so.

8.45 The University reserves the right to:

- Investigate any application suspected of including false, misleading, or fraudulent information or that appears to be incomplete.
- Request reasonable additional information to verify an application.
- Put the application process on hold pending completion of such investigation.

8.46 In the event that the University finds evidence that the applicant has submitted a false, misleading or fraudulent application, the University reserves the right to:

- Reject, withdraw or cancel the application before a decision is made
- Withdraw any offer of a place that has already been made
- Withdraw registration if an applicant has already been accepted onto a course and registered as a student.
- Inform UCAS if the applicant has applied through them, so that other universities they have applied to can be notified.
- Inform the UKVI if the applicant has been issued a CAS.
- A full refund may be refused.

8.47 Any subsequent applications from anyone previously found to have submitted fraudulent information to the University will be rejected.

9. Deposits for securing your course

9.1 All international students (undergraduate, postgraduate taught and postgraduate research) are required to pay a deposit of £3,000. Where there is evidence of an increased risk of visa refusals from certain countries or regions within a country a deposit of £10,000 will be required. The deposit should be paid at the earliest opportunity in order to secure their place, subject to meeting any conditions of offer.

9.1.1 If there is evidence of an increased risk of visa refusals from certain countries or regions within a country the University reserves the right to modify the deposit amount for those affected regions in order to maintain its responsibilities to UKVI compliance. Applicants will be informed of any modified deposit amount in their offer letter.

9.2 All Home students (postgraduate taught and postgraduate research) are required to pay a deposit of £100 at the earliest opportunity in order to secure their place, subject to meeting any conditions of offer.

9.2.1 Applicants in receipt of funding for the full amount of their tuition fees from sponsors approved by the University's Student Fees and Admissions teams are exempt from paying a deposit.

9.3 Applicants have the right to withdraw their application at any time before enrolment when there is no fee liability. Any deposit will be refunded if the withdrawal request is made within 14 days of payment or within

14 days of the original acceptance of the offer if teaching of the course has not commenced. An admin fee may be charged in some circumstances. This will be done in accordance with the table below:

	within 14 days	more than 14 days
International Deposit (£3,000 or £10,000)	Full refund	No refund
	(minus £300 where a CAS has been issued)	except in the below circumstances
Home Deposit (postgraduate taught and postgraduate research)	Full refund	No refund except in the below circumstances

9.4 After the 14-day cooling off period post offer acceptance or deposit payment, deposits are non transferable between individuals/organisations and non-refundable except in the event of a deferral or the following circumstances where:

- **The applicant fails to meet all conditions of their offer** and is rejected from the course. The applicant must provide an original transcript and degree certificate to verify their results.
- The applicant fails the Pre-CAS interview and also the resit interview.
- If Royal Holloway has halted CAS issuance for applicants for unexpected reasons.
- A Student Visa application has been refused. A copy of the visa refusal document must be sent to the University before any refund assessment. Please note this does not include when the usage of fraudulent documentation or information has been provided.
- The applicant has provided documentary evidence of having applied for funding from an appropriate recognised funding body* for the full year's tuition fees and then is **unsuccessful in securing the funding** necessary for their studies. Documentary proof must be provided prior to any refund.

*Please note, the following are NOT considered an appropriate recognised funding body:

- A private short-term loan from a bank or financial institution.
- An unlicensed money lender.
- The University closes entirely or modifies the material of the course to which the applicant has applied to e.g., degree award or significant module changes.
- Sympathetic consideration will be given in cases of **exceptional circumstances**, such as serious illness or a death in the immediate family. Please note that documentary evidence of such circumstances will need to be provided. Decisions on refunding the deposit in such cases will be made solely at the Admissions Managers' discretion.
- If the applicant meets any of the above criteria, they need to send an email to the Admissions team which includes all of the following details:-
 - Full name
 - Date of birth
 - Student reference number
 - Course applied to
 - A scanned copy of all documentary evidence.

All requests for deposit refunds need to be submitted no later than 30 days after the official start date of the course.

9.5 Applicants will not qualify for a deposit refund if:

- their offer from the University is withdrawn due to fraudulent documentation or false information in the application at any point in the application stage.
- fraudulent documentation is provided to the University at any stage pre and post-application to circumvent fee liability.
- their Student Visa application is refused due to fraudulent documentation or information submission. A successful Administrative Review (AR) overturning this outcome will need to be provided to Royal Holloway to support a refund being considered.

- their study plans have changed, for example, they have decided to study elsewhere or are no longer planning to study abroad, except when the University has been informed of this decision and no tuition or CAS Admin fee liability has been incurred.
- They have used their CAS to obtain entry to the UK and have failed to leave the UK prior to the refund request.

9.6 If an applicant has paid more towards their tuition fee than the required deposit, any money paid over and above the deposit will be refundable in all circumstances. i.e. only the required fee liability will be retained if the applicant does not meet the requirements for a deposit refund.

9.7 A deposit paid to the University will be counted as a payment towards the course tuition fee.

9.8 Any deposit refund agreed by the University will only be made to the person who made the original payment and only to the originating account.

9.9 Using altered or fraudulent documents to support any attempt to gain a refund will forfeit your right to a refund.

9.10 If a student defers their offer to the following intake:

- within 14 days of offer acceptance or deposit payment, they are automatically entitled to a refund following the standard refund policy guidance stated above.
- after 14 days of offer acceptance or deposit payment, they are only entitled to a refund in exceptional circumstances laid out in the section 'Cancelling acceptance after 14 days' (Appendix 1).
- after 30 days of the start date of the academic programme, the deposit is no longer refundable.

9.11 If an application has been deferred to the following intake after an unsuccessful refund application for a previous programme, the University reserves the right to deny or limit the subsequent refund request according to the original intake fee/deposit liability.

9.12 Once an applicant becomes a student via the enrolment process, they become liable to the University under Student Fees Regulations.

10. Specific applicant groups

Applicants under 18

10.1 The majority of students at the University are 18 or above, and the academic life and social environment of the University reflect this. However, we recognise that some individuals who have already met the entry requirements for the course are in a position to commence their higher education studies at a younger age.

10.2 The University strongly recommends that applicants who will be 16 years of age on entry consider carefully whether they would be able to benefit fully from the educational and social opportunities which are on offer. The University does not accept an *in loco parentis* responsibility for children (i.e. those under 18 years of age at entry). The University does however recognise that it has a duty of care and is committed to practice that protects children, young people and vulnerable adults from harm and our policies and procedures reflect this. An under-18 consent form must also be provided and can be found [here](#).

10.3 Applicants who will be under the age of 16 on entry are not permitted to enrol at the University. Any such applicants will, where appropriate, be offered a deferred entry place. If this is not possible the application will be rejected.

10.4 Applicants who will be under 18 years of age on the published start date of the course, and their parents and guardians, must confirm to the University as a condition of registration:

- that they understand the nature of the University and the course, the circumstances in which the individual would be studying and living, and the limitations of the University's supervisory role;
- that the contractual arrangements for the individual to study at the University are underwritten by a qualified person of adult status;

- that arrangements would be in place to support the individual in an emergency, including the existence of a qualified person in the UK willing to act as guardian;
- that the individual will obey the restrictions that English law places on minors.
- that it is recognised that a person under the age of 18 does not have full legal capacity to enter into contracts (including university accommodation contracts), to give valid consent or to hold a Trustee position in student clubs or societies.

Mature applicants

10.5 Applications from mature candidates without formal qualifications will be considered on an individual basis and all aspects of the application will be taken into account when making a decision. All such applications will be considered by the member of academic staff responsible for the course. Where applications are based on prior experience, the following will apply:

- any previous study or experience must be cognate with the course for which the applicant is applying;
- responsibility currently lies with the applicant to identify, demonstrate and provide evidence of any claim of experience or prior learning.

Care Leavers

10.6 The University welcomes and supports students who have been in local authority care. When an application form is submitted, the appropriate field should be ticked to declare that an applicant has been or is currently in care. We will then contact the applicant to tell them what support is on offer.

10.7 We also use this information to keep in touch with applicants about other support available, helping to find the right people to talk to, throughout a student's time at the University.

10.8 Care leavers and estranged students aged 18-25 will qualify for a £3,000 cash bursary each academic year, provided they have either been in care for a minimum of 13 weeks since the age of 14 or have independent/other status on Student Finance England. In addition, they must be from England, have a Student Finance England verified family income of £25,000 per year or less, be in receipt of a full government maintenance loan and be paying at least £9,000 tuition fees. Additional supporting documentation demonstrating their status as a care leaver will also be required.

10.9 Care leavers are eligible for consideration for a contextual offer (see 8.14).

Applicants with disabilities or specific learning needs

10.10 The University is committed to a policy of equal opportunities and seeks to ensure that students with disabilities or specific learning needs are not substantially disadvantaged in their ability to access the full range of academic activities and student experience which the University offers. The University has a strong record of admitting and supporting students with a range of disabilities and learning needs and welcomes applications from prospective students with medical conditions, learning difficulties and/or disabilities. Alongside our anticipatory support provisions, we work with individuals to identify and put in place reasonable adjustments to enable an inclusive environment for study.

10.11 It is recommended that students declare any disability on application so that the University can assess the level of adjustment and support required at the earliest opportunity. Consideration of applications from students who declare a disability will be based on the same criteria and principles as all other candidates.

10.12 Applicants who require adjustments or assistance when attending an Open Day should notify the Directorate of Marketing and Communications of their needs in advance to enable the necessary arrangements to be made.

10.13 Applicants who are successful in gaining an offer of a place at the University should contact the Disability and Neurodiversity team at the earliest opportunity regarding any support or adjustments that can be put in place. In some instances, the adjustments needed for an individual to enrol on their chosen programme of study may not be ones which it is reasonable for the University to make. In such cases, the University may offer alternative adjustments or decline to make an offer of a place or may withdraw an offer already made.

Applicants declaring criminal convictions

10.14 Applicants to courses that involve work with children and vulnerable adults, such as social work, are required to declare spent and unspent convictions at the point of application.

10.15 Applicants with an unspent relevant criminal conviction will be required to provide details of their conviction which will be considered by a Criminal Convictions Panel. The panel will determine whether the conviction is such that the applicant may require special measures to be put in place to provide effective support for the applicant and/or to protect other students and staff from perceived risk.

What is a relevant criminal conviction?

Relevant criminal convictions are those convictions for:

- offences against a person of a violent nature, including threatening behaviour or the intention to harm;
- offences listed in the Sex Offences Act 2003;
- convictions for offences involving unlawfully supplying controlled drugs or substances where the conviction concerns commercial drug dealing or trafficking;
- offences involving firearms;
- offences involving arson;
- offences listed in the Terrorism Act 2006

If an applicant has a conviction for a similar offence for which they were convicted outside of the UK, this counts as a relevant criminal conviction. Warnings, penalty notices for disorder (PNDs), anti-social behaviour orders (ASBOs), criminal behaviour orders (CBO) or violent offender orders (VOOs) are not classed as relevant convictions, unless you contested a PND or breached the terms of an ASBO, CBO or VOO and this then resulted in a criminal conviction, or unless by attending our campuses it breaches any conditions of these.

What is an unspent criminal conviction?

Convictions become spent after a certain period of time known as a 'rehabilitation period'. The length of the rehabilitation period depends on how severe the sentence was. An unspent criminal conviction is one which has not reached this defined time.

If a conviction is spent (as defined by the Rehabilitation of Offenders Act 1974), or will become spent by the start date of the course, this does not need to be declared.

10.15 The University has the right to withdraw an offer or later terminate any registration if an individual omits or falsifies information in relation to their unspent criminal convictions, or where additional relevant information is received by a third party (e.g. probation officers, police crime prevention officers) after the original decision of the panel.

International applicants

10.16 In this context, applicants who do not hold British or Irish citizenship are referred to as international applicants.

10.17 The University is licensed to sponsor migrants wishing to study under the Student Route of the points based system and as such complies fully with United Kingdom Visa and Immigration (UKVI) Regulations under the [Immigration Rules](#) and [Student Route Sponsor Guidance](#). The University is entitled to revise its policies or procedures relating to compliance with its student visa sponsor duties at any time and will usually do so where there have been applicable changes to sponsorship requirements made by UK Visas and Immigration and the Home Office.

10.18 As part of holding a student sponsor licence, the University must ensure that all its students have the right to study in the UK and record the permission of leave [for non-UK/Irish nationals](#).

10.19 Applicants needing sponsorship for the Student Route to study in the UK will be assessed in accordance with the requirements of the route and in line with the University's Student Route Sponsorship and Confirmation of Acceptance of Study (CAS) Issuing [Policy](#). Those sponsored under the Student route will be expected to comply and abide by the regulations set out by

UKVI under the conditions of their visa. Full details on applying for the student route can be found on this [gov.uk webpage](#).

10.19.1 As part of this, English language ability will also be assessed. The requirements are determined by the UKVI's [Immigration Rules](#) and [Student Sponsor Guidance](#). Further information can also be found [here](#).

10.19.2 For CAS issuance for courses at degree level or above, level B2 in all four components (reading, writing, speaking and listening) of the Common European Framework of Reference for Languages (CEFR) for English language must be met. As a Higher Education provider with trusted sponsorship, the University can assess English language level of applicants for degree level or above, as long as this is equivalent to at least a CEFR level B2. The University may require a higher level of English language proficiency depending on the demands of the course subject. The required scores needed are listed on the University webpages, [English language requirements](#). The level and evidence of English language proficiency will be detailed on the CAS. The University reserves the right in individual cases to request additional evidence of English language ability. Acceptable types of tests along with what scores are accepted can be found on our [website](#)

10.19.3 The UKVI exempts those from the following countries from the English language requirements, [as listed on Student visa : Knowledge of English - GOV.UK](#): Antigua and Barbuda, Australia, the Bahamas, Barbados, Belize, the British overseas territories, Canada, Dominica, Grenada, Guyana, Ireland, Jamaica, Malta, New Zealand, St Kitts and Nevis, St Lucia, St Vincent and the Grenadines, Trinidad and Tobago, UK and USA.

10.19.4 Applicants who have successfully obtained and shown evidence of a Bachelors or Masters degree or a PhD in the UK are not normally requested to provide evidence of English Language.

10.20 Applicants who have been made a formal offer will be required to pay an agreed sum of money, as shown in paragraph 9.1, to be offset against their tuition fees in advance of the University issuing a Confirmation of Acceptance of Studies (CAS) which is required for visa applications.

10.21 Some applicants will be expected to sit a Pre-CAS Interview (PCI) to determine credibility and suitability to be issued a CAS. These are done through Enrolly's CAS Shield. Applicants will be referred for a PCI once they have met all requirements of their offer and have paid the correct deposit amount to be issued a CAS letter. The University reserves the right to call any applicant forward for a PCI who requires student visa sponsorship. If this interview is not passed, we have the right to not proceed with a CAS and withdraw an offer of study.

10.22 International applicants who are not represented by an educational agent are required to follow the same application process as Home students, using UCAS for Undergraduate applications, and the University [Applicant Portal](#) for Postgraduate applications.

10.23 The University is partnered with Study Group to support international applicants who use third-party agents from outside the EU, UK or USA who assist with their application journey. Applicants using an agent, should apply through Study Group [here](#).

10.24 The Advanced Technology Approval Scheme (ATAS), introduced by the UK Government in November 2007, is designed to ensure that those applying for undergraduate integrated Masters courses, postgraduate taught or research courses in certain sensitive subjects where knowledge could be used in Advanced Conventional Military Technology, Weapons of Mass Destruction programmes or their means of delivery have been properly assessed and awarded an ATAS certificate.

10.25 Where an ATAS certificate is required, the University cannot issue a CAS to support a visa application until the applicant has been issued an ATAS certificate. Applications for ATAS clearance can be made up to six months in advance of the beginning of a course and may be submitted on the basis of a conditional or unconditional offer. To avoid delay it is advisable to apply for ATAS at the earliest opportunity. Further details about this requirement can be found by visiting this [webpage](#).

10.25.1 Applicants who do not require student route sponsorship but hold other immigration permission to study in the UK may also need an ATAS certificate before they are given an unconditional offer and enrol onto their course. Applicants are recommended to check the [ATAS government website](#).

10.26 University reserves the right to not issue a CAS or withdraw a CAS for an applicant or student if subsequent information comes to light that shows that a CAS should not have been issued, or if there are concerns that the applicant or student is no longer able to meet Student Route requirements. This may include, but not limited to the following:

- Chosen accommodation is not within a reasonable and practical distance of campus (typically this would normally be within a one hour commute of campus);
- Issues around genuineness and credibility;
- Financial reasons;
- Lack of ATAS, or evidence of incorrect information submitted to the Foreign and Commonwealth Office (FCO) when obtaining ATAS clearance;
- Other incorrect or invalid information on the CAS that cannot be corrected and requires a new CAS being issued;
- Where a previous visa application is refused, particularly if it is believed that there is a risk that any subsequent application will also be refused.
- Where the University believes its sponsor licence would be at risk.
- Where the student does not meet the University's sponsorship requirements for study in the UK;

Further details can be found in the Student Route Sponsorship and CAS issuing [policy](#).

10.27 The University is not legally obliged to issue a CAS statement and will always exercise caution when doing so, to ensure adherence to its obligations as a licensed sponsor under the Points Based immigration system (PBS). For further details please see the University's Student Route Sponsorship and Confirmation of Acceptance of Study (CAS) Issuing Policy.

10.28 The University is partnered with Enrolly, who provide the CAS shield software which international applicants are required to complete in order to get a CAS.

11. Changes to and discontinuation of courses

11.1 The University aims to provide the courses that have been advertised on its website or elsewhere. However, if there is any significant change to the course between the time at which an offer is made and the point at which registration is complete, the University will inform relevant applicants promptly and advise them of the options available to them and their best course of action. Such changes may include:

- a) A major subject content change to a course, which means
 - The introduction of one or more new and/or withdrawal of one or more existing mandatory modules;
 - A change in status of a module e.g. making a mandatory module optional or vice versa;
 - A significant change to the fieldwork requirement on a mandatory course unit (e.g. removing it or adding it to the course).
- b) Significant changes to the assessment on mandatory courses, e.g. adding or removing a type of assessment (moving from exam based to coursework based assessment or vice versa, adding in a presentation as a mode of assessment).
- c) Suspension or closure/withdrawal of a course (programme).
- d) Change to a course (programme) title.
- e) Changes in accreditation of a degree course e.g. loss or gaining of an accreditation, decision to allow accreditation to elapse/not apply for re-accreditation from a professional statutory or regulatory body.
- f) A significant change to the extra costs associated with a course, e.g. the addition of costs of £50 or more where no extra costs currently exist, or £50 or more in addition to the existing costs already specified.
- g) Any changes to the academic regulations which impact significantly on progression or award requirements.
- h) Changes to location of delivery, e.g. Egham or Central London.
- i) Changes to mode of delivery, e.g. block mode, only evening teaching, weekend.

11.2 Should a course be discontinued after an offer has been made and accepted and a suitable alternative course cannot be found for an applicant, any deposit paid will be repaid in full.

12. Feedback, complaints and appeals

12.1 The University is committed to providing a high quality, fair and transparent admissions service for all applicants. In this context, feedback is defined as the communication from the University to an applicant, on request from the applicant, who has been unsuccessful in gaining an offer of a place.

A complaint is defined as an expression of dissatisfaction about an applicant's admissions process which may include but is not limited to the following;

- the process by which an application has been handled
- the outcome of the selection
- the fees classification process.

In either case, it may concern actions or inaction by the University or its staff.

An appeal is defined as a request for a formal review of the outcome of an admissions decision.

12.2 It is recognised, however, that there may be occasions when applicants will wish to establish why their application has been rejected or believe that they have cause for complaint. Applicants have no right of appeal against an academic decision not to offer them a place at the University.

12.3 The Associate Director of Admissions and Applicant Services will monitor, on an annual basis, formal complaints which have been referred and will be responsible for implementing or recommending changes to systems or procedures suggested by the nature or pattern of the complaints received. Such records may contain: age, gender and ethnicity (if known) of complainant, course applied for, summary of complaint and summary of outcome. The outcome of such monitoring may also inform other processes or activities such as arrangements for interview or standard correspondence with applicants.

Feedback

12.4 Unsuccessful applicants will be notified of this decision either through UCAS or in writing by the University. Applicants will also be notified of their outcome of fees status assessments.

12.5 Requests for further, individual feedback should be sent to the Admissions and Applicant Services team. Requests will be addressed as soon as workload allows, which may be after the peak admissions processing time. The University will only correspond about a decision with the applicant.

12.6 Requests for feedback from a third party will not be accepted and no information relating to an individual applicant will be released.

12.7 In some cases, lack of success is due to the level of competition for places rather than any specific weakness in an application and consequently it will not be possible to advise applicants on how to strengthen any subsequent application.

12.8 In all cases, it will be made clear to the applicant that, even if another application will be considered, there is no guarantee that an offer will be made, even if the points raised in the feedback are addressed by the applicant. Previous applications are not kept for reference. There will be no discrimination against any applicant who requests feedback.

Complaints

12.9 If, having received feedback regarding the decision not to offer a place at the University, or the outcome of their fee status, an applicant feels they have cause for complaint, they may send a formal written request for a review to the Associate Director of Admissions and Applicant Services.

12.10 Applicants should be aware that the University will not review an admissions decision where the grounds for requesting a review are simply that the applicant disagrees with the academic judgement that has been applied and where there is no evidence that the correct procedures have not been followed.

12.11 Any complaint must be made by the applicant and not by a third party directly to the University.

12.12 Anonymous complaints will not be dealt with under this procedure.

12.13 In the first instance, applicants with a complaint should raise it informally with the Admissions and Applicant Services team. If this course of action proves unsatisfactory, then the applicant should write to the Associate Director of Admissions and Applicant Services including the grounds for complaint i.e. any alleged procedural irregularities and any supporting evidence including, where available, copies of any relevant documentation. The written complaint to the Associate Director of Admissions and Applicant Services must be submitted within eight weeks of the issue/incident to which it relates. Complaints received outside this timeframe will not be considered.

12.14 The Associate Director of Admissions and Applicant Services will investigate the complaint in consultation with the relevant members of staff and will respond to the complaint normally within 10 working days of a complaint being received. Where a response is not possible in that timeframe, the complainant will be informed of the timescale for the receipt of a full response.

Appeals

12.15 If the applicant is not satisfied with the outcome of the review conducted by the Associate Director of Admissions and Applicant Services, they may appeal in writing to the Associate Director of Admissions and Applicant Services within seven days of receiving the complaint outcome. This should set out briefly: the nature of the complaint, the details of the response received, a statement why the applicant remains dissatisfied and, without prejudice to any formal remedy which might be determined, the remedy which is being sought. The Associate Director of Admissions and Applicant Services will investigate the complaint and will provide a response within 15 working days of receiving the written request. Where a response is not possible in that timeframe, the Associate Director of Admissions and Applicant Services will write to inform the applicant of the timescale for the receipt of a full response.

12.16 The decision of the Associate Director of Admissions and Applicant Services shall be final.

Data Protection

12.17 The University takes its data protection obligations seriously. [Our Applicant Privacy Notice](#) provides information about how we collect and use Personal Data in accordance with applicable UK data protection legislation.

To comply with data protection legislation, the University will not disclose any information about an application to anyone other than the applicant, unless the applicant has provided appropriate written authorisation, has nominated a representative or proxy with suitable authority, or disclosure is otherwise permitted or required by law.

Policy Owner	Associate Director of Admissions and Applicant Services
Approving Body	University Education Committee (UEC)
Version number	Admissions Policy 202728
Approved on:	
Review Deadline	September 2027

Appendix 1: Refund Policy

Cancelling acceptance prior to enrolment

Applicants have the right to withdraw their application at any time before enrolment when there is no fee liability. Any deposit will be refunded if the withdrawal request is made within 14 days of payment or within 14 days of the original acceptance of the offer if teaching of the course has not commenced. An admin fee may be charged in some circumstances. This will be done in accordance with the table below:

	Within 14 days of offer acceptance or deposit payment	After 14 days of offer acceptance or deposit payment
International Student Deposit: £3,000 Or £10,000 if specifically required for CAS issuance	Full refund* (minus £300 admin fee where a CAS has been issued)	No refund except in the below circumstances**
Home Students	Full refund	No refund except in the below circumstances**

Course deposits refund policy (Cancelling acceptance after 14 days)

After the 14-day cooling off period post offer acceptance or deposit payment, deposits are non-transferable between individuals/organisations and non-refundable except in the event of a deferral or the following circumstances where:

- The applicant fails to meet all conditions of their offer and is rejected from the course. The applicant must provide an original transcript and degree certificate to verify their results.
- As per paragraph 10.16 of this Admissions Policy, in the event of failing the Pre-CAS interview, applicants will be entitled to a refund minus the CAS issuance admin fee of £300.
- If Royal Holloway has halted CAS issuance for applicants for unexpected reasons.
- A Student Visa application has been refused. A copy of the visa refusal document must be sent to the University before any refund assessment. Please note this does not include when the usage of fraudulent documentation or information has been provided.
- The applicant has provided documentary evidence of having applied for funding from an appropriate recognised funding body* for the full year's tuition fees and then is unsuccessful in securing the funding necessary for their studies. Documentary proof must be provided prior to any refund.

*Please note, the following are NOT considered an appropriate recognised funding body:

1. A private short-term loan from a bank or financial institution.
 2. An unlicensed money lender.
- The University closes entirely or modifies the material of the course to which the applicant has applied to e.g., degree award or significant module changes.
 - Sympathetic consideration will be given in cases of exceptional circumstances, such as serious illness or a death in the immediate family. Please note that documentary evidence of such circumstances will need to be provided. Decisions on refunding the deposit in such cases will be made solely at an Admissions Senior Managers' discretion.
 - If the applicant meets any of the above criteria, they need to send an email to the Admissions Office which includes all of the following details:-
 - o Full name
 - o Date of birth
 - o Student reference number
 - o Course applied to
 - o A scanned copy of all documentary evidence.

All requests for deposit refunds need to be submitted no later than 30 days after the official start date of the course.

Important notes:

1. Applicants will not qualify for a deposit refund if:
 - their offer from the University is withdrawn due to fraudulent documentation or false information in the application at any point in the application stage.
 - fraudulent documentation is provided to the University at any stage pre and post-application to circumvent fee liability.
 - their Student Visa application is refused due to fraudulent documentation or information submission. A successful Administrative Review (AR) overturning this outcome will need to be provided to Royal Holloway to support a refund being considered.
 - their study plans have changed, for example, they have decided to study elsewhere or are no longer planning to study abroad, except when the University has been informed of this decision and no tuition or CAS Admin fee liability has been incurred.
 - They have used their CAS to obtain entry to the UK and have failed to leave the UK prior to the refund request.
2. If an applicant has paid more towards their tuition fee than the required deposit, any money paid over and above the deposit will be refundable in all circumstances. i.e. only the required deposit amount would be retained if the applicant does not meet the requirements for a deposit refund.
3. A deposit paid to the University will be counted as a payment towards course tuition fee.
4. Any deposit refund agreed by the University will only be made to the person who made the original payment and only to the originating account.
5. Using altered or fraudulent documents to support any attempt to gain a refund will forfeit your right to a refund
6. If a student defers their offer to the following intake:
 - within 14 days of offer acceptance or deposit payment, they are automatically entitled to a refund following the standard refund policy guidance stated above.
 - after 14 days of offer acceptance or deposit payment, they are only entitled to a refund in exceptional circumstances laid out in the section 'Cancelling acceptance after 14 days' (above)
 - after 30 days of the start date of the academic course the deposit is no longer refundable.
7. If an application has been deferred to the following intake after an unsuccessful refund application for a previous course, the University reserves the right to deny or limit the subsequent refund request according to the original intake fee/deposit liability.
8. Once an applicant becomes a student via the enrolment process, they become liable to the University under Student Fees Regulations.