# University of Liverpool

# Postgraduate Taught Admissions Policy

# 2024 Entry

# Contents

# 1      Introduction

The University's vision, supported by its strategic framework, 'Liverpool 2031', is focused on delivering outstanding, research-connected teaching alongside a supportive student experience. We are committed to excellence in admissions, and to ensuring that our procedures adhere to the principles of fairness and transparency described in the Schwartz Review and the QAA Quality Code for Higher Education. We welcome applications from all candidates with the potential to succeed on our programmes. Our admissions practices are designed to ensure that applications are considered on the basis of the applicants' achievements and potential to complete successfully their chosen programme of study.

We believe that the University is enhanced by the presence of a diverse student body, which includes students both from within the UK and from overseas, and we actively seek to encourage applications from as wide a range of students as possible. We endeavour to ensure that we treat all applications fairly and according to the principles set out in this policy document.

# 2      Scope and Purpose of the Policy

This policy applies to applications for postgraduate taught study, including applications for our Master of Architecture (MArch) programme and online programmes offered in conjunction with Kaplan Open Learning Ltd (KOL), at the University of Liverpool, from both Home and overseas applicants. It does **not** cover applications for study:

- As a postgraduate research student (eg, MPhil, MRes, PhD, MD)

Details of the Admissions procedures and policies relating to these group of students may be found at:

- Postgraduate Research at Liverpool: https://www.liverpool.ac.uk/media/livacuk/tqsd/code-of-practice-on-assessment/PGR-code-of-practice.pdf

# 3      Policy and Legal Context

The Policy should be read in conjunction with other material published by the University, both in hard copy and online, including:

- Academic Technology Approval Scheme (ATAS)
- Admissions Privacy Statement
- Disability Support
- Diversity and Equality
- English Language Requirements
- International Qualifications
- Ordinances and Regulations
- Postgraduate Prospectus
- Annual Annexe to the Student Charter
- Student Charter
- Student Protection Plan
- Terms and Conditions

In addition to the above, Kaplan Online also publish:

- Debt Management Policy
- Acceptable Use Policy
- Cookie Policy
- Modern Slavery
- Privacy Policy
- Website Terms of Use
- Model Cancellation Form

Our approach to admissions considers the requirements of the Equality Act 2010.

The University is committed to providing an environment free from discrimination, bullying, harassment or victimisation, where all members of its community, including those who seek to apply to the University, are treated with respect.

We are committed to providing equality of opportunity for all, irrespective of:

• age
• disability
• ethnicity
• gender
• religion, belief
• sexual orientation (including civil partnership status)

In addition to the statutory duties imposed by the Equality Act, the University is guided by the principles set out in a number of Government-led reviews of Higher Education, and in particular the Report of the Admissions to Higher Education Steering Group, chaired by Professor Steven Schwartz ('the Schwartz Review'), published in September 2004. Although the Schwartz Review focused on admissions to undergraduate programmes, the principles of fair admissions which it established apply equally to postgraduate admissions and our policy is therefore guided by them. The Schwartz Review is available online at: https://dera.ioe.ac.uk/5284/1/finalreport.pdf

Our admissions policy complies with chapter B2 and B10 of the QAA UK Quality Code for Higher Education on recruitment, selection and admission to higher education. The Quality Code is available online at: http://www.qaa.ac.uk/quality-code/the-existing-uk-quality-code/part-b-assuring-and-enhancing-academic-quality

We welcome applications from disabled students and those with specific learning difficulties such as dyslexia, and their applications will be considered on the same academic grounds as those of other students. We will contact applicants who indicate a disability on their application form and subsequently accept an offer of a place to study at the University. We will invite them to discuss their support needs with a member of the Disability Advice and Guidance Team so that any necessary support can be arranged.

Further information on the Disability Advice and Guidance Team for Campus-based applicants may be found at: Disabled students Disability support- Student Services - University of Liverpool

For online (KOL) applicants please refer to the Disability Disclosure and Reasonable Adjustments Procedures.

# 4 Roles and Responsibilities

Responsibility for University policy in relation to admissions at postgraduate taught degree level lies with the University's **Student Intake Strategy Group (SISG)**. This Group reports to the Formal Senior Leadership Team, which ratifies the decisions made by its committees and groups.

Full details of the Ordinances and Regulations which relate to admission as a postgraduate taught student are contained in the University's Calendar, available on our website at: https://www.liverpool.ac.uk/governance/university-committees/datesofmeetings/

The **Student Intake Strategy Group** Terms of Reference are: The group will take account of market positioning and intelligence and the University's planning and budgetary context and fulfil the following functions

Development and implementation of strategy:

a. To act as a forum for development of a holistic student number strategy for the period 2019-2026.
b. To oversee strategic risk indicators and to consider effectiveness of mitigation measures for strategic risks relevant to student recruitment.
c. To consult with a range of stakeholders in Faculties, Schools, Institutes and Departments to jointly develop and agree on strategy and to effectively communicate agreed institutional strategy and policy to stakeholders.

Review of student demand and targets:

d. To consider market position and approach to offer levels for different subject areas and types of students.
e. To oversee all student number plans for partnerships, including UoLIC, XJTLU, Carmel College.
f. To oversee the process and, where appropriate, make recommendations on target setting, informed by the analysis of data on applications and prior recruitment performance, both in terms of quantity and quality of students.
g. To oversee the ongoing development of a portfolio that is responsive to market demand and supports the wider student recruitment strategy.
h. To endorse student number plans as developed by Faculties as part of the Planning and Performance Cycle.

Alignment of Resources:

i. To advise the Senior Leadership Team on the alignment and levels of bursaries, scholarships and studentships to support the achievement of the student number strategy.
j. To advise the Senior Leadership Team on appropriate levels of tuition fees to be charged for new and existing programmes of study offered by the University.
k. To advise Senior Leadership Team on the allocation of funding aligned to the strategy, including those linked to the Access and Participation plan.
l. To ensure alignment of resources to support implementation of the strategy e.g. accommodation, IT and Library facilities, student services.
m. To make recommendations to Senior Leadership Team and Planning and Resources Committee, who will retain responsibility for affordability of plans through the planning process.

Overview of operational activity:

n. To oversee the development of the institutional planning tool to support effective student number planning.
o. To maintain a strategic oversight of student recruitment activity, including confirmation and clearing plans.
p. Has delegated authority to approve minor amendments to existing policies/codes of practice relating to the recruitment and admission of students.

The University's online education partner, Kaplan Online Liverpool Ltd, will be responsible for promoting awareness of the online programmes. KOL will carry out pre-entry advice and guidance to prospective applicants as well as day-to-day management of the admissions process under supervision of the University and in line with this policy.

For campus-based programmes The **Student Recruitment, Admissions and Widening Participation Department** is responsible for:

- Promoting awareness of the programmes of study at the University of Liverpool to prospective students
- Providing advice on the suitability of different qualifications for entry to our programmes
- Providing pre-entry advice and guidance to prospective students
- Management of the University's postgraduate admissions procedures
- Liaising with admissions staff throughout the University
- Monitoring applications and associated trends
- Advising prospective students on admissions matters
- Dealing with Admissions complaints and appeals

We undertake to respond to applications efficiently, courteously and in a timely manner, and to fulfil our commitments as outlined in the University's Student Charter, available on our website at: www.liverpool.ac.uk/tqsd/student-engagement/student-charter/

Members of staff in the central **Admissions Team** within the Student Recruitment, Admissions and Widening Participation (SRAWP) Department make decisions on individual applications for most programmes, applying criteria established by the **Deans of Schools** and **Admissions Tutors**.

The **International Recruitment and Relations Team** within Student Recruitment, Admissions and Widening Participation (SRAWP) also provide advice to international students on the non-UK qualifications which may be acceptable for entry. Further information is available on our website at www.liverpool.ac.uk/international/

The **Dean of School/Department/Institute** is responsible for the integrity of the admissions process in their School/Department. They will appoint admissions staff and take responsibility for ensuring that they understand and support the principles of fair admissions set out in this document. The Dean of School/Department is also responsible for recommending the academic requirements appropriate for entry to their School/Department. The Dean of School/Department devolves responsibility for making decisions on individual applications to either an Admissions Tutor or the Admissions Team for campus-based programmes, and the Kaplan Admissions team for online programmes.

**Admissions Tutors** make decisions on individual applications and are responsible, in consultation with the Dean of School/Department/Institute, for devising the entry criteria for their programmes. This is then presented and approved by the University's Qualifications Group and Student Intake Strategy Group. The Admissions tutor is responsible for ensuring that the School's/Department's selection procedures are consistently applied. They also provide advice and

guidance to potential applicants. For Campus based programmes Admissions Tutors report to their Dean of School/Department/Institute and are expected to work closely with relevant staff in the central Admissions Team. The Admissions Tutor takes responsibility for monitoring the progress of recruitment and admissions activities in order to achieve the target admissions intake numbers for the programmes for which they are responsible.

# 5 General Admissions Principles and Entry Requirements

## 5.1 General Admissions Principles

We believe in treating applicants as individuals and in making offers which are appropriate to their personal circumstances and background. For this reason, admissions staff may consider a range of factors, both academic and non-academic, in assessing applicants' merit and potential and have discretion to make offers that differ from the typical offer indicated in the Postgraduate online Prospectus. This means that applicants for the same programme may receive different offers, depending on their individual circumstances.

Applicants should be aware that entry to many of our programmes is very competitive, and the achievement, or predicted achievement, of the degree classification and other requirements indicated in the entry requirements for any of our programmes does not, in itself, guarantee an offer of a place. Admissions staff may consider a range of factors in assessing suitability for their programmes including, but not limited to, interviews, work experience, assessment of a piece of written work, etc. All applicants will also be expected to provide evidence of their proficiency in English.

## 5.2 Entry Requirements

Precise entry requirements will vary from programme to programme, depending on the nature of the programme and the level of competition for places. However, in order to help applicants to understand what is likely to be required of them, we review our entry requirements each year and publish them on our website. The normal minimum entry requirement would be a UK upper second-class degree (2.1) or equivalent, although in exceptional circumstances offers may be made to students with a lower second-class degree or equivalent.
Subject requirements will vary depending on the programme. Some programmes will require that your first degree is in a related discipline and/or specific modules subjects; others will accept students from any academic background.
Conversion programmes will require your first degree to be in a subject unrelated to the programme to which you have applied.

Some of our programmes will consider applicants who have not previously studied at level 6 or 7 in the Regulated Qualifications Framework. Where an applicant presents without previous Higher Education study, we will consider relevant work experience and work-based qualifications in arriving at an admissions decision.

For certain programmes, where a student has not studied at undergraduate degree level we may consider previous relevant work experience, with at least a minimum of three years' experience.

Where applicants have studied at the same level or the same qualification previously at an alternative institution, applications will be considered on a case-by-case basis.

As far as possible, we try not amend our entry requirements during the admissions cycle (from October of the year preceding entry, i.e. from October 2023 for entry in September 2024), and will consider all applications against the same criteria. However, for programmes that have very large numbers of applications and limited places, Schools may impose a deadline beyond which they will

consider applications only on a discretionary basis, or may stop making offers once they have made sufficient offers to fill all the places they have available. In such circumstances, admissions staff may consider the application for an alternative programme or make an offer of a deferred place for the following academic year.

We welcome applications from students from all over the world, and our admissions staff have experience of admitting students with a wide range of qualifications. However, in order to provide an indication of the level of performance that would be needed to secure an offer of a place, we normally express our entry requirements in terms of UK degree classifications, or their equivalent. If you are an international student and you are unsure of the equivalence of your qualifications, you may wish to look at the information available on the UK ENIC website or on the University of Liverpool website.

## 5.3    English Language Qualifications

All students at the University of Liverpool, both from the UK and overseas, are expected to be able to demonstrate proficiency in English, normally demonstrated by holding a satisfactory English language qualification.

Students from the UK will normally be expected to have a GCSE in English at grade C or above (Grade 4 on the numerical grading scale in England), or an equivalent qualification.

For students whose first language is not English, the University's minimum requirements for Postgraduate taught study is IELTS with a minimum overall score of 6.5, and no less than 5.5 in each of the sub-tests (reading, writing, speaking and listening). This is the **minimum** requirement for admission to the University and many of our programmes require higher scores than this, and may also require higher specific scores in each of the sub-tests. Some programmes, particularly in the clinical subject areas, may require an overall IELTS score as high as 7.5, so it is important to check the requirements for each programme.

Full details of the University's English language requirements and can be found on our website at: www.liverpool.ac.uk/study/international/countries/english-language/

In addition to the academic requirements, all international students are required to achieve a minimum English Language requirement equivalent to Common European Framework for languages (CEFR) level B2 as set out by the UK Visas and Immigration (UKVI). For further details please consult the Gov.uk website at: Student visa : Knowledge of English - GOV.UK (www.gov.uk)

Students who are nationals of countries defined by UK Visas and Immigration as 'majority English-speaking' are not required to demonstrate a formal qualification in English in order to obtain their visa. The relevant countries are:

Antigua and Barbuda
Australia
The Bahamas
Barbados
Belize
Dominica
Grenada
Guyana
Ireland
Jamaica
Malta
New Zealand
St Kitts and Nevis

St Lucia
St Vincent and the Grenadines
Trinidad and Tobago
United States of America
United Kingdom

Nevertheless, our academic Schools may still require applicants from these countries to provide an IELTS score or other satisfactory equivalent qualification to demonstrate their proficiency in English and ability to cope with the linguistic demands of their programme.

Overseas applicants who have satisfied all the other requirements of entry but have not achieved the required standard of English language proficiency may be made an offer conditional upon completing to the required level a pre-sessional programme of English language study (i.e. a programme that takes place before the start of the academic year) at the University of Liverpool's English Language Centre. The length of the programme to which you should apply will depend on your current English language scores. Entry criteria for Pre-sessional programmes are decided in consultation with staff in our English Language Centre. To be considered for a place on a Pre-sessional English programme, you must have a valid UKVI Secure English Language Test (SELT) with a test date within two years of the programme start date. Other tests may be accepted for online-only programmes, if available. You will find further information on our pre-sessional English language programmes on the English Language Centre website.

In some circumstances we may be able to issue you a combined Confirmation of Acceptance for Studies (CAS) for both the pre-sessional programme and the academic programme. We will contact you if you are eligible for a combined CAS.

If you are made a conditional offer based upon achieving academic requirements and you choose to attend a Pre-sessional programme but are not successful in achieving the required academic requirements the University is under **no obligation** to accept you for the academic programme. Where appropriate, an offer for a different programme will be made.

# 6      Making an Application – Campus-based Programmes only

## 6.1      Direct Applications

Before you apply, you have a choice about how to make an application to the University of Liverpool. All UK-based students and many international applicants will make a *direct* application, i.e. you apply to us directly using our online application form. Current final year students can apply directly using the Progress to Postgraduate application form, which is available only to University of Liverpool students. This is available on the student intranet pages.
More detail on how to apply directly is given later in this section.

## 6.2      Agency Applications

Some of our international students may choose to apply via one of our approved representatives overseas, sometimes referred to as Agents. These representatives have been appointed by the University of Liverpool to represent us in various countries where there are significant numbers of students who wish to study in Liverpool. They will explain the programmes we have on offer and will be able to advise on whether your academic background is suitable for the programme you are considering. They will also be able to help you to complete the application form and will act as a

correspondence address for you. You should be aware that agents may charge you for the services that they provide.

The University of Liverpool will give applications received directly and via its agents the same academic consideration, so it is entirely up to you whether you decide to use the services of one of our agents or not. A list of the representatives working for us may be obtained from: www.liverpool.ac.uk/study/international/countries/index.htm. If you click on the link to your home country, you will be able to see a list of the representatives we have working for us in that country.

Further information about the way in which Liverpool selects and manages the relationship with its agents may be found at: http://www.liverpool.ac.uk/study/international/contact-us/agents/

## 6.3    Modes of Study

Most, but not all, of our taught postgraduate programmes are available either full-time, usually taking one academic year, or part-time, extending over 2-3 years. However, some programmes are only available full-time; others are only available part-time. You should check with the online Postgraduate Prospectus whether the programme you are interested in is offered full-time or part-time.

If you are an international student, you should note that, because of the requirements of the UK Home Office in relation to visas, there are certain restrictions on studying part-time. See Student visa - GOV.UK (www.gov.uk) for further details.

## 6.4    Completing the Application Form

Applications to the University are made using the online application form on our website. To apply online, go to: Online Application Login (askadmissions.co.uk) and follow the instructions to complete your application.

University of Liverpool students who wish to progress to postgraduate study can use a streamlined version of the application form that is available on the student intranet pages.

If you have completed your Bachelor Degree programme fully or partially in China and seek to apply for a Master Degree programme at the University of Liverpool Management School (ULMS) or the Department of Computer Science, there is a requirement to complete a triage service via WeChat referred to as ApplyLiverpool. Please submit your Triage Service Number with your online application. You can obtain the Triage Service Number by accessing our WeChat account (search for 'ApplyLiverpool' on WeChat or scan the QR code below in WeChat). For more details please visit our international pages. There is a small charge for this service, currently £25.

## 6.5    Documents required as part of your Application

In order for us to reach a decision as to whether or not to offer you a place on one of our programmes, we need you to provide some documentation in addition to the information on the application form. Until we receive this information we may not be able to decide whether to make you an offer, so it is very important that you include this documentation with your application, or send it to us as soon as possible after you have submitted your application.

The online application form requires you to attach certain documents (in pdf, Word or jpeg formats) to your application. After you have submitted your application you will not be able to attach documents to it. If you need to send us any documents after you have submitted your application, you can use our Postgraduate Application Tracker to upload them.  If you are unable to upload your documents using the Tracker, you should send them to us by email to pgosi@liverpool.ac.uk for international  applicants and pguk@liverpool.ac.uk for UK applicants.

Please see our website for details of the documents you will need to provide with your application.

## 6.6    Incomplete Applications

If you submit an application that is incomplete, the University will use its discretion in deciding whether or not to consider your application. If there is sufficient information available, we may make a conditional offer, based upon you providing additional evidence of your qualifications. The University reserves the right not to consider incomplete applications.

## 6.7    Applications Deemed Withdrawn

If we receive an application form from you but have not received any further supporting documentation from you within three months of the date of your application, we will assume that you no longer wish your application to be considered and will record a decision of 'Deemed Withdrawn'. Please note, that even if your application is deemed withdrawn it may be reinstated at any time if you contact us with further information and indicate that you wish to continue with it.

## 6.8    Application Deadlines

> *Important: some Schools operate earlier deadlines than those outlined below. Please check the deadline that applies to the programme you are considering before you apply.*

The University recognises that some students may make the decision to continue onto postgraduate study only after they know the classification of their undergraduate degree. However, we do need sufficient time to process your application in order for a decision to be made in time for you to arrive at the University before the start of the academic year.

**Programmes where the University receives a high number of applications may close as early as November/December so it is advisable to submit applications as early as possible.**

**Some programmes, including those in The University of Liverpool Management School, Department of Psychology and Department of Computer Science, are in high demand and are very likely to close early in the cycle, therefore it is advised to apply early. Programme closures will be based on the number of applications received. Once the programmes are deemed to be full they will close, even if this is prior to any advertised deadlines. For more details on programme deadlines please visit our website.**

**For programmes which have very large numbers of applications and limited places, Schools may impose a deadline beyond which they will consider applications only on a discretionary basis, or may stop making offers once they have made sufficient offers to fill all the places they have available. In such circumstances, admissions staff may consider the application for an alternative programme or make an offer of a deferred place for the following academic year.**

**If programmes are full then the application deadline will be moved earl with no prior notice given.**

### 6.8.1    International Students

For practical reasons relating to the issuing of visas, we ask students who will require visas to study in the UK to apply no later than *12th July* for a September intake of the year in which they intend to start their studies (i.e. 12th July 2024 to begin your studies in September 2024).  For January intakes, this is 31$^{st}$ October of the previous year (i.e. 31$^{st}$ October 2024 to begin studies in January 2025).

If we have not received your application by this date, it may be too late for us to make a decision on your application in time for you to apply for your visa and arrive before the start of term. If we receive late applications, we may still consider them, but may make an offer only for the following academic year.

For September intakes, all supporting documents must be received by the Admissions Team by no later than *31$^{st}$ July.*  For January intakes all supporting documents must be received by the Admissions Team by no later than *30$^{th}$ November.*  The only exceptions to this are for students who will be studying on the English Language Centre Pre-sessional programmes.

### 6.8.2    Home Students and nationals of countries that do not require visas

Students who do not require a visa in order to study in the UK may continue to make applications until *30 August* of the year in which they intend to start their studies. Please note that deadlines for scholarships or other forms of funding may be earlier than this and it is your responsibility to check these deadlines and submit applications for funding in time.

Applications received after this date may still be considered, but we may not have any places left, so we may make you an offer only for the following academic year.

Please note - the above deadlines are based on a September start date. If the programme that you wish to study offers a later start date for certain programmes, then later application deadlines may apply. The application process would normally close 4 weeks prior to the programme start date for Home students and 8 weeks before for International students.

All supporting documents must be received by the Admissions Team by no later than *13$^{th}$ September* to be considered for that year's intake.

## 6.9    Application Opening Dates

The University of Liverpool's online application form will open on *2nd October 2023* for 2024 entry.

## 6.10    Applicant Conduct

The University of Liverpool is committed to ensuring that any interaction with an applicant or their representative is conducted in a professional manner and it expects that any communication from an applicant or their representative is conducted in the same way.

Applicants and their representatives should note that the University will not tolerate inappropriate behaviour or language towards its employees during the admissions process. Hostile, or otherwise inappropriate behaviour or language, whether expressed verbally or in writing, including excessive levels of contact, will be viewed seriously and may adversely affect the consideration of an application, appeal or complaint. The University will normally alert an applicant or their representative that their behaviour or language is inappropriate, and that action is being considered, but where the behaviour or language is particularly inappropriate no warning need be given before action is taken. Such action may include the withdrawal of an offer or the rejection of an application and also the team will discontinue correspondence with the applicant or their representative.

## 6.11    Allegations made by a third party

If an allegation is made against an applicant relating to conduct prior to registering at the University but which may impact the applicant, cohort or University once the applicant arrives, the University may choose to investigate this. Investigations may require Admissions or their representative to contact an applicant to discuss allegations that have been made against them. Where allegations are proven and would impact the University or cohort an application may be withdrawn.

## 7    Making an Application – Online Programmes only

### 7.1    Application Form and Documentation

To enquire about an online programme, potential applicants should fill in and submit a 'Request Information' form. An Admissions Advisor from the University's online partner will then contact the applicant to discuss their goals: https://online.liverpool.ac.uk/apply/

Following an initial discussion, the Admissions Advisor will direct the applicant to the online application form. As part of the application process the applicant may be asked to provide some additional documentation. Until this is received it may not be possible to decide whether to make an offer, so it is very important this information is provided as soon as possible after submitting the online application form.

Examples of additional documentation that may be required are:

- Evidence of educational and / or professional qualifications
- Transcripts of academic record
- English Language Qualifications
- A letter of recommendation

### 7.2    Incomplete Applications

If an application is submitted that is incomplete, the University will use its discretion in deciding whether or not to consider the application. If there is sufficient information available, it may be possible to make a conditional offer which is subject to the provision of additional evidence. The University reserves the right not to consider incomplete applications.

## 7.3    Application Decisions

When all required documentation has been provided and the initial checks have been carried out, the application will be passed to the member of staff responsible for making decisions for a particular programme.

Depending on the programme, the person making the decision on the application may be a member of staff in the academic School offering the programme or a member of staff in the central Admissions Team. In both cases, staff will be working to the same criteria, established by the School and monitored by them, the Admissions Teams, and the Recruitment Teams.

The length of time it will take to process the application and arrive at a decision will depend on whether the academic School concerned requires additional information. If there are no additional selection procedures or discussions required, it is likely that a decision will be made within 48 hours (two working days) of receipt of the application and all of the supporting documentation. If the applicant fails to submit all of the required documentation with the completed application form, this could lead to a significant delay in making a decision on the application. It is very important, therefore, that applicants submit all of the supporting documentation at the earliest possible opportunity.

Applications are assessed and programme places offered on the basis of the academic and professional judgement. On occasion, due to the manual nature of admissions' systems used, there may be rare occasions where a decision is made in error or without a necessary condition added. In such cases, where we are made aware of this, we may ask applicants to provide us with alternative evidence to support their application or adjust an offer previously made.

## 7.4    The Decision Process

Depending on the programme, the application may be considered on the basis of the information provided in the application form and supporting documentation, or the applicant may be required to provide additional evidence of such things as relevant work experience, or submit a piece of work for consideration.

Some of the programmes (e.g. the online MBA) require a period of relevant professional experience. Full details of any requirements for work experience may be found under the relevant programme at https://online.liverpool.ac.uk/all-programmes/

## 7.5    Withdrawal of Offers

All offers are made by the University in good faith on the basis of information provided by the applicant. The University reserves the right to withdraw an offer if it has justifiable grounds for doing so.

## 7.6    Unsuccessful Applications

If the applicant does not meet the criteria for making an offer of a place, an unsuccessful decision will be recorded and the applicant notified as soon as possible.

If an application is unsuccessful, the reasons will be recorded and, upon request, feedback will be provided to the applicant. Because of the volume of applications dealt with, it will not be possible to enter into prolonged discussion as to how the application may be improved in the future, but it should be possible to provide an indication of why the application was not successful.

If an application has been unsuccessful, it is only possible to re-submit this *if there is additional information the applicant wishes to be considered that was not available at the time of the original application*. Any decision to permit the re-submission of applications will be at the discretion of the academic School, who will consider both the nature of any additional information provided and the number of applications already received for their programme.

## 7.7    Validity of Offers

Applicants who have been made an offer of a place and who wish to delay their entry may be permitted to do so up to a maximum duration of two years. However, it should be noted that there may be occasions when it is not possible to offer a programme at any given time. Applicants should be aware that the programme details and structure may also change during that time.

In some cases, the University may continue to offer a programme, but its content may be significantly different from the original description of the programme and its modules.

## 7.8    Authenticity and Accuracy of Applications

By submitting an application, applicants confirm that the information they provide, and any accompanying documentation supporting their application, is true, complete and

accurate. Applicants who misrepresent themselves or provide false information risk immediate rejection or the withdrawal of a previous acceptance onto a programme, which may result in termination of studies.

Where an applicant is required to submit a personal statement as part of their application, the statement should be an original piece of work written by the applicant and will be subject to online plagiarism checking. Any statements which are identified as containing text copied from other sources will result in the application either being rejected or put into pending status with a request for a new, original, statement from the applicant.

# 8    Application Screening

## 8.1    Criminal Convictions

As part of its duty of care to members of the University community, it is our policy to ask certain cohorts of applicants who we believe are more 'at risk' whether they have any relevant criminal convictions at the time when they apply to us (all clinical, Wirral Metropolitan and Carmel applicants), or when they apply for University accommodation (all applicants who apply) and to ask for further details of any convictions which are disclosed.

We encourage all applicants to disclose if they have an unspent (An unspent conviction is a criminal conviction that has not yet been erased from your record) criminal conviction.

If an applicant discloses a relevant unspent conviction, procedures vary, depending on the programme of study. For non-clinical subject areas, when we have received details of the conviction and its consequences in terms of any sentence served or caution received, an Admissions Risk Assessment Panel will undertake a risk assessment to determine whether there is a risk of harm to others before deciding whether an application may proceed. The application process will be suspended while information is gathered about the conviction. The Admissions Risk Assessment Panel will normally consist of the Assistant Director of Legal Services (or their nominee), the Associate Director, Admissions from Student Recruitment, Admissions and Widening Participation

(or their nominee), the Head of Student Conduct, Complaints and Compliance (or their nominee) and the Dean of the academic School within which the applicant wishes to study (or their nominee).

Full details of the procedure for handling applications from individuals who declare a criminal conviction may be found at:
https://www.liverpool.ac.uk/media/livacuk/study/undergraduate/applying/criminal-convictions-policy.pdf

For certain clinical programmes there are separate requirements for applicants to be subject to a Disclosure and Barring Service (DBS) check, in order to determine fitness to train and practise. Further details may be found on the relevant academic Schools' websites.

## 8.2    Determining your Fees Status – Campus-Based Programmes

When we have received your application, we begin the process of determining whether we are able to offer you a place. Part of this process involves determining your status for tuition fee purposes. This will determine whether you will be charged fees at the rate payable by students from the UK, or at the overseas rate.

Staff in the Admissions Team will normally determine your fee status from the information you have provided on your application form. If your fee status is unclear, we will send you a copy of our Fee Status Questionnaire via email, which you should complete and return to the address shown on the form or to feestat@liverpool.ac.uk
If we send you a copy of this form it is essential that you return it to the University as soon as possible, since you will be defaulted to overseas status for tuition fee purposes and charged fees at the higher rate. The University's Fee Assessment Officers are unable to determine your fee status without the completed form.

Fee status is not wholly dependent on nationality and can be complex to determine. If you are in any doubt about your fee status, please contact the Fee Assessment Officer by emailing feestat@liverpool.ac.uk.

Further information about fee status determination is available from the University website at My fee status Fee status- Student Administration - University of Liverpool

## 8.3    Applicants who are in debt to the University

When you apply for a postgraduate programme at Liverpool we will check whether you have previously studied at the University and whether you have any outstanding debts.

Students who apply for a postgraduate programme who have previously studied at the University of Liverpool and who have left with an unpaid debt will be required to make arrangements for the repayment of that debt before the application can proceed to be considered for postgraduate study.

# 9    Decisions and Feedback - Campus-based programmes

When we have received all the documentation we need from you in order to make a decision, and we have carried out the initial checks we need to make, your application will be passed to the member of staff responsible for making decisions for the programme you have chosen.

Depending on the programme, the person making the decision on your application may be a member of staff in the academic School offering the programme, or a member of staff in the central Admissions Team. In each case, staff will be working to the same criteria, established by the School and monitored by them.

## 9.1    How long will it take to receive a decision?

The length of time it will take to process your application and arrive at a decision will depend both on whether the academic School concerned requires additional information from you or uses additional selection procedures, such as an interview.

Normally, once an application has been submitted and all necessary documentation has been

received, we aim to make decisions within six to eight weeks. However, when we receive a very high

volume of applications it may take longer for your application to be reviewed.
If you do not submit all the documentation we require at the time when you make your application, this could lead to a significant delay in us making a decision on your application. It is very important, therefore, that you let us have all the documentation we need at the earliest possible opportunity.

## 9.2    Selection Procedures

Depending on the programme for which you have applied, your application may be considered on the basis of the information you have provided in the application form and supporting documentation, or you may be required to attend for interview or provide additional evidence of such things as relevant work experience, or submit a piece of work or an essay for consideration by the selector.

### 9.2.1    Interviews

For some of our programmes, decisions are made on the basis of the information provided by the applicant only; in other cases, applicants may be called for interview. In some Schools, interviews may be used only for candidates who have unusual or non-standard qualifications, in order to give them an opportunity to demonstrate that they have the skills and knowledge required for them to thrive on their chosen programme of study. Where appropriate, applicants may be interviewed via telephone, Zoom, MS Teams or Skype.

### 9.2.2    Work Experience

Some of our programmes, particularly MBA programmes in the University of Liverpool Management School, will require that you have undertaken a period of relevant professional experience before you apply. Full details of any requirements for work experience may be found in the online prospectus entry for each programme at: MBA - Management School - University of Liverpool

### 9.2.3    Other selection criteria

Some of our programmes may require you to provide other information in support of your application, such as a portfolio of artwork, examples of your written work, essays or recordings of musical performances, etc. If any such additional information is required, the Admissions Team or the academic School concerned will contact you to request this.

## 9.3    Deposits

### 9.3.1    Deposit Criteria

If you are an international student beginning a full-time postgraduate taught degree, you are required to pay a tuition fee deposit of **£2,000.** The deposit is required before a Confirmation of Acceptance for Studies (CAS) can be issued.

**For applicants who have received an offer by the 31st May within the University of Liverpool Management School, Department of Psychology, and Department of Computer Science we must have received your deposit by no later than 28th June.**
**If we do not receive your deposit by 28th June your offer may be withdrawn and a CAS will not be issued.**

**For applicants who receive an offer after the 3rd June within the University of Liverpool Management School, Department of Psychology, and Department of Computer Science we must have received your deposit by no later than 31st July.**
**If we do not receive your deposit by 31st July your offer may be withdrawn and a CAS will not be issued.**

**For all other PGT Programmes deposits must be received by no later than 31st July. If we do not receive your deposit by 31st July your offer may be withdrawn and a CAS will not be issued.**

In order to make your fee deposit payment, you will need your University/Student ID which is in your offer communication.

For all programmes, your full deposit amount will be deducted from your tuition fee when you register with us.

**We recommend you pay your deposit as soon as possible. We will not issue Confirmation of Acceptance for Studies (CAS) until the deposit payment is received and the Admissions Team have received notification of the deposit payment from the Fees Team.**

A CAS is an essential document when you are applying for a student visa through the UKVI Student Visa Points-Based System.

Once you have paid your tuition fee deposit you will receive a confirmation of payment email from CIBC, the University's approved payment provider.

Certain groups of applicants are exempt from the requirement to pay a tuition fee deposit. You do not need to pay a deposit if:

- Your tuition fees are fully funded by a third-party sponsor (a government sponsor, research council, charity, US Federal Loans, commercial organisation, an international organisation)
  or you have been awarded a full scholarship. You **must** provide written evidence of your sponsorship;
- You are progressing from our partner institution, University of Liverpool International College;
- You are registered on the University of Liverpool's pre-sessional English Language programme;
- You are not required to pay a fee deposit if you are applying to study a research-based programme such as a PhD, MPhil or MRes.

If you fail to make a deposit payment by the deadline, the offer will be withdrawn. The offer will not be reinstated under any circumstances.

### 9.3.2    Deposit Refunds

Deposit refunds will only be issued if the applicant does not meet the academic criteria required for their academic programme of study. Applicants will be asked to provide supporting evidence.

Refund Requests:

For Entry 2023 September start all refund request must be made by 31$^{st}$ October 2023
For Entry 2023 January start, all refund requests must be made by 12$^{th}$ February 2024
For Entry 2024 September start, all refund request must be made by 31$^{st}$ October 2024
For Entry 2024 January start, all refund requests must be made by 12$^{th}$ February 2025


After this date deposit refunds will no longer be considered.

Other reasons for fee deposit refunds will not be considered and fee deposits will be non-refundable.

Where an applicant has paid a programme fee deposit but chooses to defer their entry to the University until session 2025/26, the applicant will be afforded the opportunity of the University retaining the deposit to be offset against the 2025/26 programme fee. The applicant will subsequently be issued with a CAS at the appropriate stage in the 2025/26 admissions cycle. For further information on our payment and refunds policy please view our payment policy pages.


## 9.4 Additional Information for International Students


### 9.4.1 Visas/CAS Statements


The UK government operates a points-based immigration system for all overseas. Further details at https://www.gov.uk/government/organisations/uk-visas-and-immigration
The University is licensed with the Home Office as a Student Visa Sponsor. The University aims to provide a Confirmation of Acceptance for Studies (CAS) in good time for the visa application but in doing so relies on the applicant taking responsibility for:

- making a timely application for admission, including complete details of all previous study and periods of study in the UK
- responding fully and in good time to accept the offer
- responding fully to requests for any further information
- providing the University with an appropriate email address to which the CAS will be issued
- ensuring adequate time to apply for a student visa and arrive in the UK in time for the start of term.


In order to comply with the relevant United Kingdom legislation and immigration regulations, the University will notify the immigration authorities, where relevant, of any non-arrival, or late arrival, of an applicant and of any subsequent changes to a student's registration status. The University reserves the right to refuse admission should an applicant be found to be unable to meet all UK visa requirements for the anticipated full duration of their programme of study.


All applicants requiring a visa to study in the United Kingdom must not currently be, or have ever previously been, in the United Kingdom for any purpose without valid immigration permissions. If, either during the process of admitting a student or subsequent to that student enrolling upon their programme of study, the University is informed that the applicant/student is (or has previously been) in the United Kingdom without such valid permissions, it may be required to inform the immigration authorities and/or withdraw the offer of a place and/or withdraw its sponsorship of the individual's visa.


The University may need to review this policy in light of changes to Home Office student visa policy in order to remain compliant with Sponsor duties. This may result in changes, for example, the evidence required for English language proficiency, at short notice. Where changes are necessary due to Home Office regulations, the University will endeavour to contact all applicants holding an offer who the change will impact, within 6-8 weeks.

The University will generate Confirmation of Acceptance for Studies (CAS) when applicants have firmly accepted an unconditional offer of a place and the University has received documentary evidence of the qualifications they hold.

We advise applicants that they should not book a visa application until they have received their CAS.

The University will not be liable for any costs incurred if you book a visa appointment without having received a CAS.

Applicants must check their offer. For international applicants, any information that is provided to the University as part of an application will subsequently be used by the University to apply for a CAS. Any errors in an application may result in a CAS/Visa not being granted, which could result in an offer being amended or withdrawn.

**Applicants should be aware that they may be required to produce original copies of their academic certificates when they arrive to register at the University.**

The University undertakes to do all it can to ensure that applicants have the appropriate documentation to apply for their visas in good time. More information may be found on the UK Visas and Immigration website at: https://www.gov.uk/government/organisations/uk-visas-and-immigration

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*Important: if you use a CAS issued by the University of Liverpool to obtain your visa, you are committed to taking up your place at Liverpool. You cannot use a CAS issued by Liverpool and then change your mind about where you want to study.*

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**CAS will not be issued after 31st August for entry to programmes with a September start date.** The exceptions to this are:

- Pre-sessional students at the University's English Language Centre
- University of Liverpool International College resit results
- International Clearing, where applicable
- Brickfields
- Second CAS for visa refusals
- If an applicant is already in the UK and will be applying in-country
- If the University opts to have later start dates during the same cycle.

### 9.4.2    *Credibility Interviews or additional qualification checks*

To ensure that the University complies with relevant United Kingdom legislation and immigration regulations, the University may choose to undertake additional checks during the admissions process.  These include (but are not exclusive to):

- Credibility interviews
- Financial checks
- Qualification checks

These may be conducted directly by the University or an approved third party.  Applicants who are unsuccessful during any additional checks will not be issued a CAS and are at risk of having their academic offer withdrawn.

### 9.4.3    Visa refusals and requests for a second CAS

If your visa application is unsuccessful and you need a second CAS in order to submit a new visa application, you must alert the Admissions Team immediately via email to pgosi@liverpool.ac.uk
The University is responsible for reporting activity on CAS used for a visa application, including where a visa has been refused. You should provide your complete visa refusal note, with any additional documents which may change the outcome of the visa decision.
All requests for a second CAS have to be approved by the University's International Advice and Guidance Team. A second CAS will not be issued until they approve one.
We advise applicants that they should not book a second visa application until they have received their second CAS. The University will not be liable for any costs incurred if you book a visa appointment without having received a CAS.

The University will issue only one additional CAS where a visa application has been refused.

### 9.4.4    Passport and visa documentation

As part of the University's immigration sponsorship duties, all new international students are required to produce their original passport and original Biometric Residence Permit upon registering for their programme. This documentation will be verified, scanned and retained in your student file. Documentation which cannot be verified (due, for example, to incorrect sponsor details on your visa) may result in you being refused permission to continue on your programme. The University needs to see the full Biometric Residence Permit; the short-term study entry visa stuck into the passport is not acceptable for registration purposes.

International students must complete all stages of the registration process, including having their original documentation checked, before they can be issued with their student ID card and handbook. The University is also required by law to inform UK Visas and Immigration if students fail to fully register as described.

For further information please see the following link:
Admissions for International Applicants - University of Liverpool

### 9.4.5    Academic Technology Approval Scheme (ATAS)

> *Important: it is your responsibility to find out whether the programme you are considering is covered by the ATAS scheme or not. If it is, you must ensure you have an ATAS certificate before applying for your visa – the University cannot do this for you.*

International students who are applying to certain postgraduate programmes may need to apply for an Academic Technology Approval Scheme (ATAS) certificate before they apply for their visa and begin their studies. The ATAS scheme has been set up by the Foreign and Commonwealth Office as a means of avoiding the proliferation of potentially dangerous technologies.

To check whether you need an ATAS Certificate, you should go to the following website:

http://www.fco.gov.uk/en/about-us/what-we-do/services-we-deliver/atas/

This will allow you to check whether the programme you intend to study is covered by the ATAS scheme. If it is, you **must** obtain an ATAS Certificate before you apply for your visa. If you do not do so, and your programme is covered by the ATAS scheme, your visa application will be **refused**. It is your responsibility to ensure that you have an ATAS Certificate before you apply for your visa – the University cannot do this for you.

**The Confirmation of Acceptance for Studies (CAS) will not be issued until the ATAS approval is received.**

**The deadline to apply for programmes that require ATAS clearance is the 12th July 2024 for September 2024 entry.**
**The deadline to apply for programmes that require ATAS clearance is the 31st October 2024 for January 2025 entry.**

## 9.5    Feedback

If we decide that your application has been unsuccessful, we will record the reasons why we were unable to make you an offer and will provide feedback on request. Unfortunately, because of the volume of applications we are dealing with, we cannot enter into prolonged discussion as to how you might be able to improve your application in the future, but we can give you an indication of why your application was not successful on this occasion.

We will record the reasons for any decisions that we make and will provide feedback on request. We will correspond only with the applicant, unless the applicant provides written permission for the University to correspond with another person on their behalf.

## 9.6    Re-applications for a future academic year

If your initial application was unsuccessful you may re-apply for the following academic year. You may not apply again for entry in the same academic year unless new information has become available which was not available at the time of the original application. Consideration of any such additional information will be at the discretion of the academic School.

If your application was unsuccessful because you did not meet the academic entry requirements for your chosen programme, it is unlikely that a future application would be successful unless you have improved your qualifications and/or grades.

## 9.7    Deferrals

Applicants who have been made an offer of a place and who wish to defer their entry to the following year may do so, but such arrangements are at the discretion of the individual academic School. Applicants who request a deferral are not guaranteed to be made an offer for the next cycle due to variances in entry criteria.  Applicants seeking to defer entry should contact the relevant **Admissions Team** in the first instance. For International and Home students, applicants can request a deferral via the Postgraduate Application Tracker.  This can be accessed at: https://pgapptracker.liverpool.ac.uk/

Applicants who apply through an authorised University representative or agent who cannot access the Postgraduate Tracker will be required to request a deferral via email. This can be done by emailing pgosi@liverpool.ac.uk.

For programmes that begin September, the deferral deadline for 2023 entry to 2024 entry is 30th September 2023.  For 2024 to 2025 the deadline is 31st October 2024.  For programmes that begin in January, the deferral deadline for January 2024 to January 2025 is 2nd February 2024.

After these dates' deferrals will not be considered and a new application will need to be submitted for reconsideration.

Applicants wishing to defer will be required to meet the English Language entry requirements for the term to which the deferral was requested.

Deferral will be permitted for a maximum of one academic year on a case-by-case basis. Applicants who wish to defer for a second time will be required to submit a new application.

Deferred applicants will be expected to accept their offer and pay a deposit prior to deferring.

## 9.8      Discontinued Programmes/Major Modifications to Programme Content

While the University makes every effort to be able to provide the programmes that it has advertised in its prospectus and other promotional material, there are sometimes occasions when, for reasons beyond our control, we are unable to offer a programme in any given academic year.

Where this is the case, and we have applicants who have applied for places on the programme, or who have deferred their entry for the programme from a previous year, we will do everything we can to offer them a place on an alternative programme at Liverpool.

In some cases, the University may continue to offer a programme, but its content may be significantly different from the description of the programme in the Prospectus. Where this is the case, we will contact applicants to let them know that significant changes have occurred and will again do everything we can to offer a place on an alternative programme if the modifications mean that the original programme no longer meets their needs.

## 10      Welcome/Pre-Arrival and Registration - Campus based programmes

### 10.1    Welcome Packs

When you have accepted an unconditional offer of a place, and your application is ready for you to complete the registration process, we will send you a link to an online Postgraduate Welcome Pack.

### 10.2    Welcome Week

The University offers a week-long induction programme for all new students during the week preceding the start of formal classes. Final details of the induction programme will be communicated to all offer holders with their pre-arrival information.

### 10.3    Registration

Students who have accepted an unconditional offer of a place will receive an invitation by email to begin the registration process online. This process will involve the entry and review of your personal information (such as name, address and emergency contact) and your academic

information (such as your previous qualifications and your module selections for your new programme of study).

The process will also involve the uploading of a passport-type photograph for the University to use in the production of your student ID card which will give you access to support facilities such as the Library.

Students who have submitted their personal and academic information must complete their registration by confirming their arrival on campus. This is done by logging on to the same registration system, but this time using a campus PC or your own device connected to the University network (e.g. in a University wireless zone).

Only once you have completed both parts of the registration process will you be issued with your student ID card and handbook.

## 10.4     Late registration on modules or programmes

The decision to accept a student onto a programme/subject component once teaching has started on it will be based on the academic judgement of the Programme Leader/Director of Studies, in consultation with the relevant module coordinators. This is to ensure that the student registering late on the programme/subject component will not be disadvantaged in respect of opportunity to achieve the learning outcomes, meet coursework deadlines and will consider learning contexts, such as group work.

Normally, late registration onto a programme/subject component will not be allowed later than two weeks from the commencement of teaching on the programme/subject component.

## 11     Payment of Fees - Campus based programmes

Full details of the arrangements for payment of fees may be found in the University's Fee Payment Policy, which is updated on an annual basis. The latest version of the Policy may be found at: http://www.liverpool.ac.uk/feespayment/

## 12     Preparatory Programmes leading to Postgraduate Study

### 12.1     University of Liverpool International College (UoLIC)

The University recognises that not all education systems match that of the UK, and that some students who have studied at University level in their home country may require some additional study before they are able to successfully apply to study for a postgraduate programme at the University of Liverpool. With this in mind, in partnership with Kaplan International Colleges, the University has established the University of Liverpool International College, which offers a one-year Graduate Diploma programme. Students who successfully complete the Diploma at the required level are eligible to progress to certain taught postgraduate degree at the University of Liverpool.

More details about University of Liverpool International College and the Graduate Diploma may be found on our website at:
https://www.liverpool.ac.uk/study/international/sponsors/liverpool-international-college/

## 13    Alternative Postgraduate Study Routes

### 13.1    Xi'an Jiaotong–Liverpool University

Xi'an Jiaotong–Liverpool University (XJTLU) is an international University run in partnership between the University of Liverpool and Xi'an Jiaotong University in China.

Students who have completed a degree at XJTLU are eligible to apply for postgraduate programmes at the University of Liverpool under the '4+1 route'. Students apply for places at the University of Liverpool as outlined in this policy document.

The Liverpool Student Mobility Manager, based at XJTLU, can advise all students considering applying for study in Liverpool following their degree at XJTLU.

## 14    Fraudulent applications/documents, including suspected plagiarism

By applying, either online or in a hard copy, you are confirming that the information you have provided, and any accompanying documentation supporting your application, is true, complete, accurate and your own work (including the use of Generative Artificial Intelligence [GAI] software, such as ChatGPT, without appropriate acknowledgement of its use), as are subsequent communications from you to the University.   The University is not prepared to accept applicants who misrepresent or give false information about themselves.  Where an applicant has omitted to provide all relevant information on their application form (including, but not limited to, qualifications commenced but not completed, qualifications resulting in a fail grade, exclusions) it reserves the right to withdraw any offer made and prevent future applications.
If the University suspects that an applicant has provided false, plagiarised or misleading information, we will carry out an investigation to determine whether these suspicions are justified, and we reserve the right to record an unsuccessful decision or withdraw any offer that might have been made.  The investigation may include the use of third-party verification systems and software.

In the event that an offer is withdrawn for the reasons set out above, the University may also, where appropriate, inform any other relevant professional bodies and/or third parties about the withdrawal.
International students who have made an application via one of the University's representatives overseas should be aware that they are themselves responsible for any information that the representative provides to the University on their behalf.

The University cannot accept an applicant who is in appeal or complaint process relating to previous study at another University.  We require information on all previous study in Higher Education.

## 15    Data Protection and Competition Markets Authority (CMA)

By submitting an application, whether online or in hard copy, applicants give permission to the University to process their personal data for the purposes of managing the University's selection and admissions procedures and for the University to use this data for maintaining its student records. This information is also used to make statutory returns to bodies such as the Office for Students (OfS). More information about the way in which we use your data may be found in our Admissions Privacy Statement at https://www.liverpool.ac.uk/legal/data_protection/privacy-notices/admissions-privacy-statement/

Data collected during the admissions and registration processes will be used for the purposes of maintaining student records, managing processes in relation to academic progress, providing personal and academic advice and support, managing accommodation services and providing access to the Library and sports facilities and the facilities in The University of Liverpool's Guild of Students.

The University complies with the Data Protection Act (1998) and with the General Data Protection Regulation (GDPR) with regard to handling applicant data.

## 15.1 Competition Markets Authority

The CMA sets outs your consumer rights as an applicant. There are three key consumer law issues for students/applicants:

Information provision – universities need to provide up-front, clear, unambiguous and timely information.

Terms and conditions – universities' terms and conditions that apply to students need to be fair. Complaint handling process and practices – universities need to ensure their complaint handling processes and practices are accessible, clear and fair to students.

For further information on CMA:

https://www.gov.uk/government/collections/higher-education-consumer-law-advice-for-providers-and-students

# 16 Complaints and Appeals

Although the University strives to maintain the high standards that we set ourselves in dealing with admissions, we recognise that things do sometimes go wrong and that applicants may feel that they have grounds for a complaint or an appeal.

For the purposes of this policy, an *appeal* is defined as a request by an unsuccessful applicant for a formal review of the outcome of an admissions decision. Such appeals will normally be allowed only if there is evidence of a material irregularity in the decision-making process.

A *complaint* is defined as an expression of dissatisfaction with the way in which the University's admissions policies or procedures have been applied to reach an admissions decision.

Please note that a complaint or appeal which merely seeks to dispute the academic judgement of the selector will not be considered.

Further information on the University's Complaints and Appeals procedure may be found at:
Admissions Policies - University of Liverpool

# 17 Ordinances and Regulations

Full details of the Ordinances and Regulations which relate to admission as a postgraduate student are contained in the University's Calendar, available on our website at:
https://www.liverpool.ac.uk/governance/programme-ordinances/

## 18 Terms and Conditions for Applicants

Applicants and their educational representatives should be aware that when they sign the application form, whether online or in hard copy, they acknowledge the content of this policy and are specifically agreeing to the following:

- that the information contained within the application is true and accurate to the best of their knowledge

- that the applicant is aware that if they have made an application via one of the University's educational representatives overseas they are themselves responsible for any information that the representative provides to the University on their behalf

- that the University will process personal data contained in the application form, or other data which the University may obtain from the applicant or other sources. Applicants agree to the processing of such data for any purpose connected with their studies or their welfare and safety, or for any other legitimate interest

- that, where appropriate in order to process an application for study, the University will share personal information with other relevant organisations, which may include: Kaplan, Xi'an Jiaotong–Liverpool University (XJTLU), partner institutions, UK Visas and Immigration, the applicant's educational representative, sponsors and referees

- that the University will keep application data for up to six years if the application is unsuccessful

- that if the application is successful the University will at that point provide further notification of how the data that have been provided will be used and stored

- that applicants have the right to access, rectify, erase, restrict or object to processing of their data. If you are not happy with the way your data have been processed in the first instance you should contact the University of Liverpool Data Protection Officer, at legal@liverpool.ac.uk

- If you remain dissatisfied, you may complain to the Information Commissioner's Office at the following postal address or via https://ico.org.uk/:

    Information Commissioner's Office

    Wycliffe House
    Water Lane
    Wilmslow
    Cheshire
    SK9 5AF

- that the University will require any student who has previously studied at the University of Liverpool and who left with an unpaid debt to make arrangements for the repayment of that debt before they can be accepted onto a postgraduate programme;

- that if the University suspects that an applicant has provided false or misleading information, it will carry out an investigation to determine whether these suspicions are justified, and reserves the right to record an unsuccessful decision or withdraw any offer that might already have been made. The University may also refuse to accept a subsequent application from students who have provided false or misleading information in the past;

- that occasionally, for reasons beyond its control the University may be unable to run a programme that has been advertised for any given academic year. Where this occurs and there are applicants who have applied and/or been made an offer for that programme, the university will make every effort to provide an alternative programme to these applicants.

# 19    Monitoring of the Policy

This policy is monitored and updated by the External Relations, Marketing and Communications Department. It is updated annually and the next revision is expected to be in Summer 2024. Any queries about its contents should be directed to:

Ms Judith King
Associate Director, Admissions, Enquiries and Fulfilment
Student Recruitment, Admissions and Widening Participation
University of Liverpool

Email: Judith.King@liverpool.ac.uk