Admissions Policy (Franchise Provision)

Version 14.0

Approved by the Board of Governors

Last Amendment: October 2026

The following sets out how the School manages the admission of students to its higher education programmes.

The School's approach to admissions is guided by the *Schwartz Principles of Fair Admission to Higher Education* and the *UUK & Guild HE Fair Admissions Code of Practice*. This policy has been developed with due regard for the expectations for quality and standards outlined in *England's Regulatory Framework for Higher Education*, in addition to the following legislation:

i. *The Equality Act (2010)*
ii. *The Data Protection Act (2018)*

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1. INTRODUCTION

1.1. The London School of Science and Technology (LSST) understands that the success and continuity of its programmes are underpinned by the recruitment, selection, and admission of students who have the academic readiness, learning potential, and motivation not merely to succeed in their programme of study, but to fully engage with the School in jointly enhancing the quality of its learning opportunities.

1.2. LSST's Admissions Policy accords with the School's mission to support individuals of all backgrounds, abilities and aspirations to fulfil their potential through learning, achievement and progression.

1.3. The School has adopted the *UUK Fair Admissions Code of Practice*[1], and this policy has been developed to ensure that the institution's recruitment and admissions practices uphold fairness and transparency, protect applicants, maintain high academic standards, and support the stability of the higher education sector.

1.4. The Admissions Policy and its associated procedures have been developed in alignment with the *Office for Students' Regulatory Framework and the Core Practice of the UK Quality Code for Higher Education (August 2018)* [2].

- Policies and procedures for application, selection and admission to higher education courses are transparent and accessible.
- Higher education providers use fair, reliable and appropriate assessment methods that enable them to select students with the potential to complete the course successfully.
- Higher education providers reduce or remove unnecessary barriers for prospective students.
- Information provided to prospective students for recruitment and widening access purposes supports students in making informed decisions.
- All staff, representatives and partners engaged in the delivery of admissions, recruitment and widening access are appropriately trained and resourced.
- Providers continually develop widening access strategies and policies in line with local and national guidance.

1.5. The policy also takes account of the *Office for Students* requirement that '*students are recruited to courses for which they have the capability to achieve a successful outcome'.*

[1] https://www.universitiesuk.ac.uk/what-we-do/policy-and-research/publications/fair-admissions-code-practice
[2] UK Quality Code, Advice and Guidance: Admissions, Recruitment and Widening Access

1.6. *The Competition and Markets Authority (CMA)* provides guidance to UK higher education institutions to clarify their obligations under the Consumer Rights Act 2015 [3]. These responsibilities apply to the contractual relationship between a university or college and its prospective and enrolled students. The CMA guidance focuses on three key areas:

- Information provided to prospective and current students should be up front, clear, timely, accurate and comprehensive.
- Terms and conditions for students should be fair.
- Complaint handling processes and practices should be accessible, clear and fair.

1.7. This document serves as a point of reference for all involved in the admission of students to the School's higher education programmes, as well as for prospective students seeking to better understand the School's admissions processes and procedures.

2. GUIDING PRINCIPLES

2.1. LSST offers Higher Education programmes that lead to awards validated by its university partners; specific student admissions criteria and procedures may vary between programmes offered under different validation agreements.

2.2. Irrespective of 2.1, the following guiding principles underpin all admissions to study at the School:

2.2.1. The School considers all applications to study on the basis of the prospective student's ability and potential to succeed at the level of study applied for.

2.2.2. The School aims, through its recruitment, selection, and admissions policies and procedures, to create a student body that is:

- Capable of maintaining high academic standards and levels of achievement.
- Balanced and diverse in terms of background and experience.
- Motivated to engage with and contribute to the intellectual and cultural vitality of the School's academic community.

2.2.3. The School seeks to achieve these aims by:

- Agreeing with its partners on the appropriate minimum entry criteria that assure a prospective student's academic readiness for the programme level applied for.

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3 https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/428549/HE_providers_-_advice_on_consumer_protection_law.pdf

- Ensuring that prospective students have access to the information they need to make informed decisions about higher education and the School's application process.

- Implementing prospective student assessment and vetting procedures which are robust and applied consistently, and which duly recognise a prospective student's prior learning and experience.

- Using a variety of means to assess that prospective students have provided genuine documentary evidence to support their admission, and are themselves earnestly committed to study.

- Ensuring that programmes applied for represent academic progression, taking into account a prospective student's prior learning.

- Removing unnecessary barriers to study that might prevent certain groups from making a successful application and ensuring that prospective students are supported throughout the admissions process.

2.2.4. LSST will at all times:

- Provide a responsive, professional and student-focused service.

- Ensure that prospective students are guided through the application processes by competent advisors, who are thoroughly briefed and kept well informed about learning opportunities on offer from the School.

- Ensure students are aware of their options with regard to financial support that may be available to them and understand the implications of applying for a student loan.

- Inform prospective students of any significant changes to a programme to which they have applied at the earliest opportunity; prospective students will be advised promptly of the options available in such circumstances.

- Relate feedback, if requested by a prospective student, as to why an application was unsuccessful.

- Provide a clear and accessible complaints process for admissions-related complaints which facilitates fair and timely resolution.

- Provide comprehensive induction and orientation activities to help students make the transition to study.

2.2.5. In accordance with the OfS Transparency Condition, information relating to applications, offers, acceptances, and enrolments will be published and analysed by sex, ethnicity, and socio-economic background. LSST will also monitor and evaluate the relationship between admissions patterns and student outcomes.

3. ALLOCATION OF RESPONSIBILITIES FOR STUDENT ADMISSIONS

3.1. The Executive Committee is responsible for designing and implementing student recruitment and admissions processes that accord with the guiding principles outlined in Section 2 and align with any additional requirements of the programme's awarding body partner.

3.2. Course Advisors are responsible for:

- Encouraging applications from prospective students who have the academic ability, personal motivation, and financial means to succeed in the higher education opportunities offered by LSST.
- Furnishing prospective students with accurate and reliable information about the learning opportunities on offer from the School, as well as important information in its terms and conditions about prospective students' rights to cancellation and refund.
- Identifying the applicant's academic and/or professional background and advising on the most suitable programme to enhance that applicant's career prospects.
- Guiding applicants through the process of making an application.

3.3. The Admissions Department is responsible for:

- Pre-screening all applications against the entry criteria and ensuring that all supporting documentation has been provided before progression to the next stage of application.
- Managing student funding eligibility and assisting with applications for financial support from Student Finance England.
- Organising applicant entry tests and coordinating interviews with academic staff.
- Ensuring that prospective students are kept informed about the progression of their applications and prompting them for any further information they need to submit.
- Preparing information about applications for the consideration of the Admissions Panel as required.
- Conveying the decision of the Admissions Panel to prospective students.
- Communicating feedback to unsuccessful applicants if requested to do so.
- Inviting accepted students who have met the programme entry criteria to enrolment/induction events.

- Issuing student ID cards to eligible applicants.
- Enrolling students onto programmes and coordinating credit transfers or exemptions.
- Registering approved students with the awarding body in accordance with stipulated procedures.
- Addressing and resolving complaints about the application process fairly and promptly.
- In addition to the regular provision of management diagnostic information, the Admissions team will keep the School's Executive Committee informed of any anomalies, inconsistencies, or procedural risks arising in a timely fashion.

3.4. Programme Academics / Lecturers / Academic Interviewers are responsible for:

- Interviewing prospective students in accordance with the School's candidate interview protocol and giving their impressions of the candidate's suitability to the Dean and the Senior Admissions Officer.
- Responding to prospective students' questions about academic aspects of the programme and further advising them on the potential career benefits.

3.5. The Role of the Admissions and Marketing Committee

3.5.1. The Admissions and Marketing Committee oversees the development and implementation of the LSST's policies and procedures in the areas of marketing, recruitment, and admission of students.

3.6. The Role of the Admissions Panel

3.6.1. The Admissions Panel reviews all study applications that require discretionary contributions from senior academics and those with particular expertise; it considers chiefly matters relating to students with special educational needs, safeguarding concerns, and other cases that fall outside of the standard admissions procedure. The Panel additionally considers appealed decisions of refusal.

3.7. The Role of the Readmissions Panel

3.7.1. The Readmission Process applies to former LSST students who were previously enrolled on a course and have requested permission to be readmitted to study.

3.7.2. This procedure applies to students who previously withdrew from a course or were withdrawn by the School.

3.7.3. Applications from applicants who were academically dismissed (termination of registration) or excluded from the School will not be considered for readmission.

3.7.4. Students are required to provide documentary evidence to explain why they were unable to complete their previous course, and their activity since leaving the School.

3.7.5. The Readmission Process and the application form are available on the School's website.

4. INFORMATION ABOUT LEARNING OPPORTUNITIES

4.1. In accordance with consumer protection law, LSST will provide potential applicants with information that is accurate, complete, clear, unambiguous, up front, timely and accessible.

4.2. Information about learning opportunities is made readily available via the School's main website, as well as hard-copy factsheets and promotional materials. Upon enquiry, all prospective students receive a one-to-one consultation with a course advisor, to assess whether the chosen programme is suited to the prospective student's academic and professional goals.

4.3. Information provided will include details on modes of study, teaching, learning and assessment methods, intended learning outcomes, and the level of flexibility and choice available. LSST will also publish information on courses that are accredited or approved by relevant professional, statutory, and regulatory bodies.

4.4. Clear information will also be provided on tuition fees, and any other costs associated with the course and the availability of scholarships and bursaries.

4.5. Where courses are pending approval, this will be clearly indicated on all promotional materials and LSST's website, as appropriate. Once approval has been granted, applicants and prospective applicants will be notified of any changes to the information originally provided.

4.6. LSST's *Published Information Policy* sets out how the School ensures that information about the School and its learning opportunities that is made available to prospective students and the general public is fair, accurate and kept up to date.

4.7. The School ensures that all material information given to students about the learning opportunities it offers, including all pre-contract information, is consistent with the requirements of UK Consumer Protection Law; the School exemplifies the principles of openness and accountability for published information set out in the *CMA's Guidance for Higher Education Providers*[4].

4.8. LSST's activities will be undertaken with the aim of providing support and guidance to help the applicant make an informed decision.

[4] https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/428549/HE_providers_-_advice_on_consumer_protection_law.pdf

5. ENTRY CRITERIA

5.1. Admissions criteria and entry requirements are prepared for each programme in accordance with the partner universities' requirements; the School and its university partners jointly ensure that admissions requirements are consistent with national standards and practices.

5.2. Undergraduate Programmes – Standard Entry

5.2.1. For learners seeking to apply via standard entry who have recently been in education, the entry profile for higher education programmes is likely to include one of the following:

- BTEC Level 3 qualification in a relevant subject.
- An Access to Higher Education Certificate awarded by an approved further education institution.
- Other related Level 3 qualifications.

5.3. Undergraduate Programmes – Non-Standard Entry

5.3.1. Applicants who are over the age of 21 at the time of application and do not meet the minimum standard entry requirements may be considered under the School's non-standard entry procedures and the School's Recognition of Prior Learning Policy and Procedures.

5.3.2. Applicants applying via non-standard entry will be required to undergo assessment-based entry, and we will consider the applicant's prior experiences (work, voluntary, life and other experiences) that are relevant to the course using the School's Screening for Accreditation of Prior Experience (SAPE) specified in 5.6, and the School's Recognition of Prior Learning Policy and Procedures.

6. PROCEDURAL APPROACH – ADMISSIONS PROCESS

6.1. Apply

6.1.1. The prospective students enquiring about LSST's learning opportunities will be directed to a member of the Admissions team who will consult with them about their study options and guide them through the application process.

6.1.2. Applicants with any special requirements should make these known to the School as soon as possible to ensure that reasonable adjustments can be made to the admissions process accordingly.

6.1.3. All applicants are required to complete an *electronic application form* and submit supporting documentation specified in section 6.2.

6.1.4. Additional evidence or documentation may be required in order for the School to reach a decision; where this is the case, the prospective student will receive a clear

explanation as to why this information is needed and how it will be used in the admissions process.

6.1.5. The School may require evidence of personal, professional, and educational experience that provides an indication of an applicant's ability to meet the demands of the programme.

6.1.6. All applicants will need to demonstrate they have the required prerequisite knowledge and motivation to study and complete their desired course; an applicant seeking entry to a course must satisfy the School that there is a reasonable expectation they will be able to fulfil the defined objectives and to achieve the standard required for the award.

6.1.7. The School employs a range of assessment techniques to assess the suitability of applicants for their chosen course.

6.1.8. Prospective students are required to attend a *finance consultation* with a member of the Admissions team and/or Student Finance Officer. The purpose of the finance consultation is to provide applicants with an opportunity to discuss affordability and eligibility for any financial support. Applicants must demonstrate an understanding of tuition fees, living costs, and financial obligations.

6.2. General Document Submission

6.2.1. The following documents must be provided by applicants to support their application:

- Valid ID.
- Proof of address (dated within three months).
- Personal Statement.
- Proof of prior qualifications; if applying via standard entry, this will be compared with applicable databases such as ECCTIS, if necessary.
- Supporting funding documents.
- A signed copy of the School's terms and conditions, acknowledging that the student has read and understood them.

6.2.2. To be able to fully process an application, the School may require more information or additional documentation. In this situation, applicants will be provided with detailed information on why this information is required and how it will be utilised during the admissions process.

6.2.3. All supporting documentation must be submitted in its original form. Photocopies or uncertified copies will not be accepted under any circumstances.

6.2.4. LSST will carry out checks on documents supplied by applicants to establish authenticity in order to guard against fraudulent applications. Please refer to section 14 for more information.

6.3. English Language Requirements

6.3.1. As all teaching, learning, and assessment at LSST is conducted in English, applicants must demonstrate that they meet the required level of English language proficiency for their chosen course of study.

6.3.2. Applicants whose first language is not English will be required to undertake an English Language test to determine their appropriate level of English language competence. This requirement applies unless it is determined by LSST, in consultation with the relevant partner, that the applicant can provide acceptable evidence of prior study or qualifications taught and assessed in English at the required level.

6.3.3. The grading of the English Language test will align with the International English Language Testing System (IELTS) and the Common European Framework of Reference for Languages (CEFR); applicants must achieve a minimum standard equivalent to IELTS 5.5 or CEFR Level B2 for undergraduate degree programmes.

6.3.4. English language requirements may vary depending on the programme and level of study applied for. English language requirements will be clearly stated in the relevant programme specification, promotional materials, website and admissions information, and applicants will also be informed of the applicable English language requirements during their initial consultation with LSST.

6.4. Screening for Accreditation of Prior Experience (SAPE)

6.4.1. Applicants who are unable to present relevant qualifications on application will be considered via non-standard entry and can apply on the basis of prior learning which is acquired through personal and professional experiences. This learning can take place at work, home or leisure activities and if they can be measured and are relevant to the course then applicants can apply for SAPE.

6.4.2. The SAPE may not be required of applicants who have submitted any Level 3 qualifications in the relevant subject.

6.4.3. This process does not apply where a student seeks to use prior learning to obtain credit towards an award or exemption from part of a course. Such applications are instead dealt with as admissions with Advanced Standing.

6.4.4. For more information, please refer to *LSST's Recognition of Prior Learning and Credit Transfer Policy.*

6.5. Prospective Student Interviews

6.5.1. Programme academics will consider the suitability of prospective students by holding applicant interviews, which also provide an opportunity for prospective students to learn more about the Programme as well as the School's approach to teaching and learning.

6.5.2. Where prospective students have recently been in formal education, the interview will explore their previous study experiences and achievements. Where prospective students have not recently been in education, the interview will focus on prior professional experience with reference to an applicant's employment history, personal statement, SAPE, or APL submission.

6.5.3. The academic interviewer may further request additional interviews for the applicant with a more senior academic staff member, senior admissions officer, or the Student

Support Department depending on the nature of the application. Please refer to sections 7.2 and 7.3 of this policy for more information.

6.5.4. Prospective students must attend all interviews to which they are invited in order for their application to progress.

6.5.5. Prospective students must attend all interviews to which they are in order for their application to progress.

6.6. Consideration and Approval of Applications

6.6.1. Applications will be assessed against the entry criteria. Those students who meet and who have the potential to meet the criteria will be given an offer subject to places being available.

6.6.2. Applicants who disclose a disability and/or a criminal conviction will be referred to the Admissions Panel for consideration.

6.6.3. Applications to programmes delivered under franchise arrangements will normally be issued with a *conditional offer*, subject to approval by the relevant awarding body.

6.6.4. In circumstances where a programme is full, a waiting list is in operation, or a programme is closed for any reason, applicants will be notified at the earliest opportunity and, where feasible, offered advice on suitable alternative programmes.

6.6.5. If the application is deemed unsuccessful, applicants can appeal the decision (see section 10 for Appeals).

6.7. Acceptance of an Offer

6.7.1. Where the School has approved the application to study, a *Conditional Offer Letter* will be sent to them. The condition will be subject to final approval from the awarding body.

6.7.2. At the point of accepting the offer, the applicant will be required to complete the Admissions Satisfaction Survey. This survey provides feedback to LSST regarding the applicant experience. LSST may use the results of this survey to implement changes and further improve processes and procedures.

6.7.3. Acceptance of an offer marks the point at which the signed Enrolment Terms and Conditions become effective; cancellation and refund terms and conditions will be effective from the day the School confirms acceptance of an offer.

6.7.4. Following acceptance of an offer and once any condition(s) have been met by the applicant, the Admissions team will provide information about enrolment and induction events the student must attend to formally commence their studies.

6.7.5. LSST will also provide the offer holder with any updates to the course and any changes made.

6.7.6. Where the School is minded to reject an application, the reason for refusal will be communicated to the applicant, along with information about the admissions appeals procedure and how they might successfully reapply in the future.

6.8. Induction

6.8.1. LSST will provide a comprehensive and appropriate induction to all new students as part of their formal enrolment in study programmes.

6.8.2. The purpose of induction to study programmes is primarily to:

- Prepare students for the rigours of study and adjusting to academic life.
- Familiarise them with the School's campus layout, facilities, support services, and its Virtual Learning Environment.
- Provide students with the information and resources they need to begin their studies (such as handbooks and timetables).
- Introduce students to key staff members and make formal introductions.
- Provide new students with their LSST Student ID Cards.
- Assist students with their enrolment with the awarding body, if enrolled on a franchise programme.

6.8.3. The School will normally notify students of their induction details at least 14 days prior to the induction date, except where students enrol in programmes late, in which case they will be notified as soon as possible.

6.8.4. Students' attendance at inductions is a mandatory requirement of the programme, and the School will inform students of this.

6.8.5. *More information about student inductions is given in the School's Student Induction Policy.*

7. OUR COMMITMENT TO EQUAL OPPORTUNITIES AND WIDENING ACCESS

7.1. Access and Participation

7.1.1. The School's recruitment and admissions strategies are guided by a commitment to upholding equality of opportunity and fostering diversity.

7.1.2. LSST will ensure that no student is treated less favourably or disadvantaged during the admissions process for reasons of their race, ethnicity, religious belief, gender, sexual orientation, gender identity, gender reassignment, marital or civil partnership status, pregnancy, maternity, age or disability, including mental health.

7.1.3. The School seeks in particular to extend the reach of higher education to groups underrepresented in higher education; particular focus is given to the recruitment of students in local communities where the School has teaching locations.

7.2. Disabilities and Special Educational Needs (SEN)

7.2.1. The School welcomes applications from all disabled applicants, those with specific learning difficulties and special needs.

7.2.2. Applicants with a disability or specific learning difficulty are encouraged to consult with the School at the earliest opportunity to determine appropriate forms of support. This can be done through the School's online application form, during the interview, or by speaking to a member of the Admissions team. Early disclosure enables the School to provide students with appropriate information and make reasonable adjustments as early as possible.

7.2.3. Where a disability or specific learning difficulty is disclosed, applicants will be invited to attend an interview with a member of the Wellbeing Team to discuss the nature of the disability or special need. Applicants may be required to submit suitable supporting evidence from a recognised body, which confirms the nature of the disclosed disability. The application will be referred by the Wellbeing Team to the Admissions Panel for consideration.

7.2.4. Should the School be unable to accommodate any particular support needs, or can only do so by compromising the learning experience which would disadvantage the applicant, the School will inform the applicant as soon as the situation is apparent.

7.3. Prospective Students with Criminal Convictions

7.3.1. London School of Science and Technology wants to make sure that everyone who will benefit from higher education can access it. In this situation, having a criminal record does not automatically rule out admission to the desired course. The Rehabilitation of Offenders Act (1974) governs how all criminal convictions—including warnings, reprimands, and cautions—are taken into account, and the School will only take into account convictions that are relevant.

7.3.2. The School must take into account all convictions, including warnings, reprimands, and cautions, for applicants who are applying for a programme that requires an Enhanced Disclosure and Barring Service (DBS). Applicants can check if their desired course requires a DBS check by contacting the Admissions Team on admissions@lsst.ac or by starting their online application at https://online.lsst.ac

7.3.3. For those applying for other courses that do not require a DBS check, the School will solely request disclosure of relevant unspent convictions that could endanger the health and safety of other students or the School's employees. Relevant unspent convictions in this case, whether they were obtained in the UK or elsewhere, are associated with:

- Any kind of violence, including (but not limited to) threatening behaviour, offences concerning the intention to harm or offences which resulted in actual bodily harm.
- Sexual offences, including those listed in the Sexual Offences Act 2003.
- The unlawful supply of controlled drugs or substances where the conviction concerns commercial drug dealing or trafficking (drug offences only involving possession are not relevant offences).

- Offences involving firearms.
- Offences involving arson.
- Offences involving terrorism.

7.3.4. Applicants who have declared any previous convictions will be invited to attend an interview with a Senior Admissions Officer. Following this interview, the application will be referred by the Senior Admissions Officer to the Admissions Panel for consideration.

7.3.5. The Admissions Panel exercises the School's duty of care towards its employees and students. Their safety and security are its prime concern and it is responsible for assessing the risk of admitting an applicant.

7.3.6. The School retains the right to refuse entry to any applicant with a previous criminal conviction which may jeopardise the security, safety, or reputation of the School or its community, or where there are relevant professional criteria that apply.

7.3.7. Applicants will be notified of the outcome of these assessments. The Admissions Panel may request additional information or documentation from the applicant to enable the Panel to make an informed decision. In cases where applicants are unsuccessful, an explanation will be provided by the designated Senior Admissions Officer of the Admissions Panel.

7.3.8. The School will notify the awarding body of any declared criminal convictions. The awarding body reserves the right to apply its own policies and procedures when assessing such applications and may request additional documentation or information as part of their review process.

7.3.9. If it is later discovered that the applicant failed to declare such convictions and they should have done so, the applicant may be withdrawn from the School without notice.

7.4. Applicants under 18

7.4.1. LSST does not operate a minimum or maximum age requirement for its courses and it does not discriminate on the grounds of age. Applications to study at LSST are assessed on merit. Applicants who would be under the age of 18 when they enter a course must be able to demonstrate relevant qualifications to meet entry requirements, academic potential and the necessary personal skills to succeed on our courses.

7.4.2. Under UK law, those who are under 18 years of age are considered to be children. Study at LSST is within an adult environment and LSST will not able to take on the usual rights, responsibilities which are guardians have in relation to a child and it will not act in loco parentis (assuming parental responsibility) in relation to students who are under the age of 18. Whilst all students are treated as independent, mature individuals, applicants who enter their course whilst they are still under 18 will need to understand that they will be studying in an adult environment and there may be a small number of limitations for them at the College while they are under 18.

7.4.3. Applicants who would be under the age of 18 when they enter the course will be required to provide parental consent and to prove they have guardianship in the UK. If

a student's parent does not reside in the UK, they will need to appoint a UK Guardian. Whilst under the age of 18, parents and UK Guardians hold responsibility for the student until they reach the age of 18. No student will be permitted to register onto a course at LSST without parental/guardian consent being provided.

8. DISTANCE RESTRICTIONS AND TRAVEL ARRANGEMENTS

8.1. To ensure applicants are able to fully participate in their studies and meet campus-based requirements, all applicants applying to study at LSST are expected to reside within a 50-mile radius of their chosen campus.

8.2. Applicants whose primary residence is located more than 50 miles from the selected campus will be required to complete a Travel Form as part of the admissions process.

8.3. The Travel Form must detail the applicant's proposed travel arrangements, confirm their understanding of any associated financial or logistical commitments, and provide evidence that they can reliably and consistently attend all scheduled classes and academic activities.

8.4. LSST operates multiple campuses across the UK. Where an applicant resides closer to a different LSST campus than the one initially selected, they will normally be advised to apply to the nearer location. This approach supports student accessibility, promotes academic success, and ensures alignment with attendance expectations.

8.5. LSST reserves the right to request additional supporting evidence or to decline an application if the proposed travel arrangements are considered impractical, unsustainable, or likely to impact the applicant's ability to engage fully with the programme.

8.6. The final decision in such cases will rest with the awarding body as specified in section 6.6.

9. APPLICANTS FROM MULTIPLE OCCUPANCIES

9.1. In order to maintain the integrity of the admissions process and minimise the risk of fraudulent or coordinated applications, LSST may place limits on the number of applicants accepted from a single residential address within a given intake.

9.2. While all applications will be assessed on their individual merits, additional verification checks may be carried out where multiple applications originate from the same address.

9.3. Where necessary, applicants may be required to submit further supporting documentation. Applications may be declined if the information provided does not meet LSST's admissions standards or raises concerns regarding compliance or authenticity.

9.4. The final decision in such cases will rest with the awarding body as specified in section 6.6.

10. FEEDBACK, COMPLAINTS, AND APPEALS

10.1. Appealing a Refused Application

10.1.1. Applicants who are unsuccessful in their application to study at the School and who wish to appeal the decision may appeal in writing to the Admissions Panel.

10.1.2. Applicants can submit an appeal by completing the Admissions Appeal Form available on the School website.

10.1.3. Applicants must submit an Appeal within 20 working days of receiving a decision outcome on their application. The Admissions Panel will consider the appeal if the applicant can show that:

- Refusal was given as a result of the applicant not being properly assisted throughout the admissions process, or not being given the information they needed.

- There was an administrative error in considering the application to study which led to the refusal, for example:

  - The application was considered against the wrong entry requirements for that programme, or

  - Supporting evidence provided by the applicant has not been considered, or

  - The School has not followed its normal procedures (as outlined in this guide), or applied them fairly, and this has had a material impact on the decision of refusal.

10.1.4. The Admissions Panel will normally reply in writing to student appeals within 10 working days. If there is a delay in replying, the applicant will be notified of the reason for the delay.

10.1.5. Where the appeal is upheld, the response will indicate the outcome of the School's reconsideration of the application.

10.1.6. The Admissions Panel's decision will be considered final.

10.2. Submitting a Complaint as an Applicant

10.2.1. LSST is committed to providing fair, transparent, and consistent admissions procedures for all of our applicants. We recognise, however, that there may be occasions when applicants are dissatisfied with the conduct of the admissions process in which case they may invoke the Admissions complaints procedure.

NB: *The admissions complaints procedure is distinct from the Student Complaints Procedure*

10.2.2. The complaints procedure may be invoked by any individual who has submitted an application to study at the School.

10.2.3. A complaint should only be made by the applicant; complaints made on behalf of the applicant by parents, representatives, or another third party will only be considered in exceptional cases where there are clear reasons for doing so. Complaints that are made anonymously cannot be dealt with under this complaints procedure.

10.2.4. An applicant making a complaint, and those whom the complaint is made about, can expect the complaint to be dealt with confidentially. It may be necessary, however, to disclose information to others in order to deal with the complaint and in these circumstances, the parties concerned will be informed of such disclosure.

10.2.5. The applicant should first raise their complaint informally with a member of the Admissions team. In most cases, this would be the member of staff who processed the application unless the complaint is about that individual. In such cases, the complaint may be addressed to an Admissions Officer.

10.2.6. If the applicant is unable to resolve the complaint informally with the relevant member of the Admissions team, they should submit a complaint form available on the School's website.

10.2.7. A Senior Admissions Officer will acknowledge in writing receipt of the complaint. The Senior Admissions Officer will then investigate the complaint and submit a written response to the complainant within 10 working days from acknowledgement of receipt of the complaint.

10.2.8. If the applicant is still dissatisfied with the outcome of the Senior Admissions Officer's investigation, the applicant may further write to the Head of Admissions. The Principal will be made aware of complaints escalated to this level.

10.2.9. The Head of Admissions' decision upon the investigation of the complaint will be considered final.

10.3. Submitting a Complaint as an Enrolled Student

10.3.1. LSST is a member of the Office of the Independent Adjudicator (OIA) for Higher Education (OIA), which provides an independent review service for student complaints.

10.3.2. Applicants should note that the OIA normally considers complaints from students who are enrolled with a higher education provider. Once an applicant has accepted an offer and enrolled as a student, they are entitled to use LSST's internal complaints and appeals procedures which can be found at https://www.lsst.ac/about/lsst-policies/

10.3.3. If a student has exhausted LSST's internal procedures and remains dissatisfied with the outcome, they may be eligible to refer their complaint to the OIA for independent review. Information about the OIA, including eligibility criteria and how to make a complaint, is available at: www.oiahe.org.uk.

10.3.4. Please note that the Office of the Independent Adjudicator (OIA) cannot consider complaints about admissions. Complaints from applicants will be considered in accordance with LSST's Admissions Appeals and Complaints procedure outlined in section 10.1 and 10.2.

10.4. Requesting Feedback on an Unsuccessful Application

10.4.1. Prompt and clear feedback will be provided to applicants who have not been offered a place where requested, and advice about alternatives and future options will be given, as appropriate.

11. PROSPECTIVE STUDENTS PERSONAL DATA

11.1. The School collects and retains certain types of data, in various formats, about its applicants, current and past students in order that it can fulfil its functions as an education provider. The School complies with the *Data Protection Act (2018)* with regard to the treatment of applicants' personal data.

12. APPLICANTS' OBLIGATIONS

12.1. Applicants must apply through the appropriate channel as outlined on LSST's website.

12.2. Applicants are responsible for ensuring that LSST is in receipt of all relevant information in order for LSST to make a decision on their application and that all information is accurate. Omission of relevant information, or the supply of inaccurate information, may invalidate the application or the offer of a place.

13. FRAUD AND PLAGIARISM

13.1. Applicants whose information is deemed to be fake or plagiarised will not be admitted by the School.

13.2. In certain situations, the School retains the authority to deny or revoke an application, or to suggest to a validating body that they should deny or revoke an application.

13.3. If an applicant's application to the School is later discovered to have been filed fraudulently or with plagiarised content, LSST has the right to cancel their application.

14. REVIEW AND UPDATE

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

VERSION HISTORY

Version	**1.0-8.5**	
Original author(s):	Director of Marketing and Admissions Principal	
Reviewed by:	Executive Committee	September 2016 – January 2019
Version	**9.0-9.2**	
Revised by:	Director of Marketing and Admissions Quality Audit Manager	
Revision summary:	*Amendments to document structure and guiding principles to align with Revised UK Quality Code for Higher Education and to reflect procedural changes effective form 2019. Formatting, numbering pagination and version control applied. Clarification of responsibilities added in Section 3. Changes reviewed by Publications Committee / Executive Committee.*	
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Version	**9.3**	
Revised by:	Director of Marketing and Admissions	
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Revised by:	Director of Marketing and Admissions Senior Admissions Officer Quality Audit Manager	
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Revised by:	Quality Unit Director of Marketing and Admissions	
Revision summary:	*Annual review and update.*	
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Version	**9.6**	
Revised by:	Admissions Manager Quality Unit	
Revision summary:	*Annual review and update.*	
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Version	**10**	
Revised by:	Head of Admissions Quality Unit	
Revision summary:	*Annual review and update, Criminal Convictions, Recognition of Prior Experimental Learning (RPEL). Version control applied.*	
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Version	**11**	

Revised by:	Head of Admissions Quality Unit	
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Revised by:	Head of Admissions Quality Unit	
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Version	**13.0**	
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