

Admissions Policy (Student Admissions)

Policy Category:	Academic
Subject:	This Policy outlines the principles that are applicable to King's College London's student admissions process. It reflects the university's commitment to transparent, consistent and fair student admissions practices.
Approving Authority:	Academic Board
Responsible Officer:	The Vice-Principal (Education) and the Executive Director, Students & Education
Delegated Authority:	King's Admissions Office, Students & Education Directorate
Related College Policies:	Academic Regulations ; Equality, Diversity and Inclusion Policy ; Fitness to Practise Policy ; Safeguarding Policy ; Terms & Conditions for Students ; Student Visa Policy .
Effective Date:	September 2025
Supersedes:	Admissions Policy (Student Admissions) (September 2023) Admissions Interview Policy and Procedure; Applicant Complaints Policy (Student Admissions); Applicant Misconduct Policy; Criminal Record Disclosure Policy (Student Admissions); Fee Status Assessment Policy;
Next review:	September 2028

PURPOSE & SCOPE

King's College London is committed to fair, transparent and consistent admissions practices. It is committed to the recruitment of students with the greatest academic ability and potential, irrespective of their social, cultural and economic background and welcomes applications from students all over the world to build a community of learners. To support this aim, this policy outlines the university's policies and procedures applicable to the student admissions process.

This policy is written in line with the university's Strategic Vision 2029 with the aim of 'building a community of learners' and with consideration of the principles outlined in [UK Quality Code for HE: Admissions, Recruitment and Widening Access](#) and the UUK & Guild HE [Fair Admissions Code of Practice](#). It is also written within the context of commitments to fair access and student success as set out within the [Higher Education and Research Act \(2017\)](#), [Consumer and Markets Authority regulations](#) and [Equality Act \(2010\)](#).

This policy is written in consideration of and compliance with [UK General Data Protection Regulation \(GDPR\)](#), the [Data Protection Act \(2018\)](#) and the [Rehabilitation of Offenders Act \(1974\)](#), and any other legislation which might be in force from time to time.

DEFINITIONS

Applicant – the term used to describe an individual once they have started an application to study at the university. This term is used to describe said individual up to the point of enrolment.

Confirmation of Acceptance of Studies (CAS) number - a reference number issued to applicants requiring a visa, once their place to study at the university has been secured. The CAS number must be entered on the applicant's visa application.

Clearing – an undergraduate application service offered by [UCAS](#) that aims to match applicants to university places that are yet to be filled. It is available to applicants who have made a UCAS Undergraduate application and do not hold any offers and is available from 5 July to 18 October every year. Applicants are advised to check the UCAS website should application windows change in the future. King's may consider utilising this service if spaces remain available after processing examination results.

Data Protection Legislation - any law, statute, declaration, decree, directive, legislative enactment, order, ordinance, regulation, rule or other binding restriction as updated and amended from time to time which relates to the protection of individuals with regards to the processing of Personal Data and privacy rights to which a party is subject, including the Data Protection Act 2018, the Privacy and Electronic Communications Regulations 2003 (amended by SI 2011 no. 6) and the GDPR (as incorporated into UK law under the UK European Union (Withdrawal) Act 2018) as the same are amended in accordance with the Data Protection, Privacy and Electronic Communications (Amendments etc.) (EU Exit) Regulations 2019 (as amended by SI 2020 no. 1586) as amended.

Enhanced Disclosure and Barring Service check (enhanced DBS check) – A suitable criminal records check required for those working with children or adults at risk in environments such as healthcare settings. The certificate issued, once the check is completed, details spent and unspent convictions and cautions that are held on the Police National Computer, which are not subject to filtering. The barred lists are checked, and information held by relevant police forces is included. [More information can be found here.](#)

"Home" and "Overseas" fee status – the fee that an applicant will pay for their programme is determined by their status of either "Home" or "Overseas". In England there are fee regulations which outline who is eligible for a Home fee status as defined by the UK Government. These regulations are amended regularly. Details of the various categories of criteria for eligibility may be found on the [UK Council for International Student Affairs \(UKCISA\)](#) webpages. Those applicants whose circumstances do not meet the Home fee categories will pay Overseas fees.

[Humanitarian Protection](#) – Humanitarian Protection provides international protection where it is needed, to individuals who do not qualify for protection under the Refugee Convention. It covers situations where someone may be at risk of serious harm if they return to their country of origin but they are not recognised as refugees because the risk is not of persecution for a reason covered by the Refugee Convention.

[Indefinite Leave to Remain/Enter](#) - Indefinite Leave to Remain is an immigration status which allows a person to settle in the UK. It gives the right to live, work and study in the UK for an indefinite period. It can be used to apply for British citizenship.

Licence or monitoring conditions - The set of rules people must follow if they are released from prison but still have a part of their sentence to serve in the community. [More information can be found here.](#)

Multiple Mini Interview (MMI) – a style of interview which consists of a series of short and carefully timed interview stations. An interviewer is based at each station and asks the candidate one question. As a result of this process the views of multiple interviewers are collated about each candidate.

Personal Data - has the meaning set out in the Data Protection Legislation and for the purposes of this Agreement includes Special Category Data.

Protected and filtered cautions and convictions - Under [certain criteria](#), some convictions will become “protected” under the [Rehabilitation of Offenders Act 1974 \(Exceptions\) Order 1975 \(as amended in 2013 and 2020\)](#). Protected cautions and convictions will be “filtered” from a DBS check and will not appear on a DBS certificate. Legally, applicants are not obliged to inform the university of protected convictions that will be filtered.

Refugee Status – if, following an application for asylum to remain in the UK, the individual meets the definition in the [UN Refugee Convention 1951](#), the government will recognise that person as a refugee and issue them with refugee status documentation. Usually, refugees in the UK are given five years’ leave to remain as a refugee.

Regulated activity - some university activities or optional modules require students to interact with vulnerable adults and children. These are described as regulated. [An Enhanced Disclosure and Barring Service check](#) is required to participate.

Regulated programmes - Programmes leading to occupations exempt from the [Rehabilitation of Offenders Act \(1974\)](#). These are in subject areas involving working with children and adults in healthcare settings and teaching. An enhanced DBS check is required to study on these programmes and this requirement is published on the [online prospectus](#).

Special Category Data - data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, genetic data, biometric data, data concerning health or data concerning a person's sex life or sexual orientation.

Spent convictions - Under the [Rehabilitation of Offenders Act 1974](#), eligible convictions or cautions become ‘spent’ after a specified period, known as the ‘rehabilitation period’. See government guidance on [rehabilitation periods](#) and [disclosure](#).

UCAS Extra - the application service that is offered by UCAS to undergraduate applicants once the UCAS equal consideration deadline has passed. More information is available on the UCAS website.

UK Council for International Student Affairs (UKCISA) – organisation that supports international students and the institutions who work closely with them. UKCISA provides advice, guidance and information regarding fee regulation and immigration as set by the UK Government. Staff and applicants must utilise UKCISA’s guidelines and refer to its set of [definitions](#) when considering fee status.

Unspent convictions - Before the rehabilitation period is complete, convictions or cautions are “unspent”. Unspent convictions are always disclosed on [a DBS check](#).

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POLICY

Introduction

The Admissions Policy outlines the university's policies and procedures applicable to the student admissions process. It is available to all staff and students at the university. It is also available to applicants, prospective applicants, agents and anyone supporting an applicant through the university's admissions process.

The Admissions Policy is applicable to all programmes of study at the university at Undergraduate, Postgraduate Taught and Postgraduate Research level. It also applies to programmes of study offered by the Centre for International Education and Languages (CIEL) and to any programme where the admissions process is managed by the King's Admissions Office and to any programme of study that utilises the King's Apply application portal for admissions purposes.

1. Programme Information and Entry Requirements

- 1.1 The minimum entry requirements for programmes on offer at the university are outlined in the [Academic Regulations](#), Chapter 1: Admissions. Specific entry criteria for [Undergraduate](#) and [Postgraduate](#) programmes can be found in the online prospectus, including but not limited to, grade and subject information and qualification equivalences. Applicants are encouraged to review this information before they apply. Entry requirements are reviewed regularly and updated annually. Where information is not available, [enquiries are welcomed](#).
- 1.2 For Undergraduate programmes, examination re-sits are accepted for most programmes with restrictions to this policy published on the [online prospectus](#).
- 1.3 In line with [Competition and Markets Authority \(CMA\)](#) advice to Higher Education on consumer protection law, the information aims to be accurate, clear, unambiguous and timely. The university aims to avoid altering admissions criteria during the application cycle. Where changes are unavoidable after the point of application, applicants will be informed of these via [King's Apply](#) and options will be provided to the applicant, including but not limited to, having an application considered for an alternative programme or allowing for an application to be withdrawn with a refund on deposit and application fee payments where applicable.

2. Application Process and Deadlines

Undergraduate Programmes

- 2.1 Applications to study at Undergraduate level are submitted via UCAS. The university complies with equal consideration guarantees if an application has been [submitted by specified deadlines](#) and it endeavours to adhere to all [UCAS decision deadlines](#). Applicants undertaking the King's International Foundation Programme can apply to undergraduate programmes via [King's Apply](#). [More information regarding this process can be found here](#).
- 2.2 All decisions are communicated to applicants through UCAS and [King's Apply](#). The university communicates with applicants via King's Apply and applicants are responsible for checking [King's Apply](#) for updates.
- 2.3 The university may accept late applications, use [UCAS Extra](#) or [Clearing](#) if places remain available after application deadlines have passed. This information will be available prior to the start of each service on the university's website and on the UCAS website.

Postgraduate Taught and Postgraduate Research Programmes

- 2.4 Applicants are required to apply via [King's Apply](#) to Postgraduate Taught and Research programmes, with two exceptions outlined in 2.5. The [online prospectus](#) details application deadlines. The university reserves the right to close any Postgraduate Taught and Postgraduate Research programmes to applications at any point after the published deadline. Applicants can register only once within an admissions cycle via [King's Apply](#), whether via an agent or direct, but may apply to more than one programme. Applications typically open in mid-October, the year before the intended start date at the university.
- 2.5 Applications to Teacher Training programmes are made via the [Department for Education Apply](#) service, where application deadlines are published. Applicants for Postgraduate Pre-registration Nursing programmes are required to make an application via [UCAS](#) by deadlines specified on the university's online prospectus and on the UCAS website.
- 2.6 All decisions are communicated to applicants through [King's Apply](#). Applicants are responsible for regularly checking [King's Apply](#) for updates and communications. All applications submitted by the deadline are considered equally. Applications submitted after the deadline are considered on an individual basis.
- 2.7 The majority of Postgraduate Taught and some Research programmes require a non-refundable application fee as part of the application process, which is detailed on the university's [online prospectus](#). Payment of an application fee is not a guarantee that an offer will be received due to the competitive nature of the application process.

Additional Programmes of Study

- 2.8 For the following programmes of study information about deadlines, how to apply and further programme information can be found on the university's website:
- i. [Pre-sessional English Programmes](#)
 - ii. [King's International Foundation Programmes](#)
 - iii. [Incoming Study Abroad](#)
 - iv. Medical Electives in [Clinical Medicine](#), at the [Institute for Psychiatry, Psychology and Neuroscience](#) or at the [Faculty of Dentistry, Oral and Craniofacial Sciences](#).
 - v. [Ngee Ann Nursing](#)
 - vi. [King's Digital](#)
 - vii. [Summer Programmes](#)
 - viii. [Intercalated degrees](#)
 - ix. Non-Award and [Visiting Research Students](#)

Funding deadlines

- 2.9 There may be additional funding application processes and deadlines for applicants for both internal and external grants, scholarships and other funding options. More information can be found on the [university's Student Funding webpages](#).

3. Application Assessment Process

- 3.1 For Undergraduate programmes and for some Postgraduate Taught programmes, the university operates a centralised admissions process. The King's Admissions Office and academic admissions tutors are responsible for setting entry requirements. Admissions are responsible for assessing applications

and processing decisions. All staff involved in the admissions process are required to undertake regular training to ensure decisions comply with the university's admissions policies.

- 3.2 For other Postgraduate Taught and all Postgraduate Research programmes, admissions staff are responsible for conducting an initial assessment and shortlisting of applicants, referring their recommendations to the admissions tutor for a final decision. For Postgraduate Research and a small number of Postgraduate Taught programmes, successful applicants are required to undertake an interview process. This requirement will be outlined on the [online prospectus](#) and principles outlined in [Section 7](#).
- 3.3 For joint programmes between the university and another Higher Education Institution or degree apprenticeship programmes, the assessment criteria and decision to offer a place may be made jointly by King's and the partner institution or by King's and the employer.
- 3.4 The university considers all aspects of the application as part of a holistic approach to selection and admissions. This may include some, or all, of the following elements:
 - i. achieved and pending academic qualifications and achieved and predicted grades;
 - ii. evidence of English language proficiency;
 - iii. a personal statement and/or research proposal;
 - iv. references (academic and/or professional);
 - v. an applicant's performance at interview;
 - vi. an applicant's performance at an admissions test;
 - vii. a sample of an applicant's written work;
 - viii. the academic and geo-demographic context in which qualifications have been achieved and being completed, [see Section 6](#);
 - ix. extenuating or mitigating circumstances (applicable to Undergraduate applications), [see Section 19](#).
- 3.5 Some programmes operate using rolling admissions with decisions being processed promptly after the receipt of an application. Other programmes operate a "gathered field" approach with all decisions being made later in the cycle once the quality of a larger number of applications has been considered.
- 3.6 The university reserves the right to make alternative offers to candidates to the original programme to which they applied. In these cases, applicants will be contacted via [King's Apply](#) and informed that an offer will be made for an alternative programme and will be provided with further information regarding this process.

4. Age requirement

- 4.1 The university does not operate a minimum or maximum age requirement for most programmes of study. However, there are some exceptions noted below in 4.4. Applicants must be able to demonstrate the maturity and personal skills, as well as academic potential required to succeed on a university level programme and benefit from a university education.

Under the age of 16

- 4.2 Applicants who will be under the age of 16 on entry will be required to attend an interview with the relevant Faculty or King's Foundations before their application can be processed. This applies to all programmes, whether or not the application process for that programme requires this for admittance. The applicant's Parent(s) or Legal Guardian(s) are also required to attend. The interview can be conducted in person or virtually.

- 4.3 The aim of the interview is to ensure the applicant understands and agrees that by enrolling at the university they will be entering an adult learning environment and explicitly that the university does not act in loco parentis. The interviews are used to assess if the applicant possesses the appropriate academic maturity for their chosen course of study and their understanding of the declarations on the agreement to study form. They can also identify issues that need to be highlighted in a risk assessment for under 16 applicants before they enrol. [More information for staff can be found here](#). [The procedure for applicants is documented here in Annex A](#). More information regarding [the university's Safeguarding Policy can be found here](#).
- 4.4 Programmes requiring a Disclosure and Barring Service Check to enrol may have a minimum age requirement.
- 4.5 The university is unable to sponsor anyone under the age of 16 requiring a visa to study. [The online prospectus provides details of this requirement](#).

5. English Language

- 5.1 As outlined in the university's [Academic Regulations](#), Chapter 1: Admissions, students at the university are expected to have proficiency in English at an appropriate level to effectively communicate in an academic environment and succeed in their studies. Specific terms will be outlined in offer letters available to successful applicants via [King's Apply](#). Offer holders are required to provide verifiable evidence of their competence and that they fully meet the English Language requirements before starting their studies by specified deadlines.
- 5.2 Applicants requiring a Student Visa to study, must adhere to the requirements outlined by [UK Visa and Immigration \(UKVI\)](#). The university expects applicants to achieve a specific English Language level to meet the entry requirements for the programme, which may be higher than the standard outlined by UKVI.
- 5.3 The online prospectus for [undergraduate](#) and [postgraduate](#) programmes, details the English Language requirement for each programme. More information can also be found on the university's website for [Undergraduate](#) and [Postgraduate](#) programmes, including the methods through which the requirements can be met, including but not limited to, through Nationality, qualifications, education or approved English Language Tests.
- 5.4 The university requires approved English Language Test and qualifications to meet the English Language requirements to have been undertaken within specific timeframes before the commencement of the programme. Information can be found on the university's website for [Undergraduate](#) and [Postgraduate](#) programmes.
- 5.5 Information regarding English Language requirements for King's International Foundation Programmes and Study Abroad [can be found here](#). For other levels of study, please see the corresponding webpages navigable from [Section 1](#) for more information.
- 5.6 If applicants are undertaking approved English Language Tests, the required level of competency in all four skills (reading, writing, listening and speaking) must be achieved in one sitting. Scores from multiple tests cannot be combined to meet the entry requirements.
- 5.7 There is no exemption to the English Language requirement for entry. Offer holders are expected to fully meet English Language requirements and provide verifiable evidence by specified deadlines to be enrolled on programme.

6. Contextual admissions

- 6.1 The university uses contextual data to holistically assess an applicant's potential to succeed. [More information about this can be found on the university's website](#). For most undergraduate programmes, contextual data is used to assess whether the application requires further consideration, or if the applicant should receive a contextual offer. The university also uses contextual data to differentiate between similarly qualified candidates to assess which has the greatest academic potential. Students participating in King's Widening Participation programmes (such as K+) and other affiliated partner programmes may receive additional consideration or a contextual offer as part of the admissions process.
- 6.2 The university is committed to providing fair access and support to applicants from 'Priority Groups'. Priority Group applicants include those who have:
- i. spent any time in local authority care;
 - ii. become estranged from their parents/carers;
 - iii. experienced forced migration;
 - iv. assumed responsibilities as a young carer.
- 6.3 The university advises all Priority Group applicants to disclose this information in their UCAS application to allow the King's Admissions Office to consider their specific circumstances. UCAS referees should also ensure that this information is included in their reference. The Admissions team and for some cases, the [Social Mobility and Widening Participation Department](#), will contact Priority Group applications directly to verify their status and discuss any support needs.

7. Interviews

- 7.1 Some programmes on offer at the university may require applicants to undertake an interview as part of the selection process. When an interview is required for selection, it this will be stated on the [online prospectus](#). Principles outlined below apply to all interview formats and to all levels of study.
- 7.2 An interview is defined as a formal assessment that results in a formal offer or unsuccessful decision. It is not informal meetings with university staff or recruitment activities where prospective applicants may discuss the university's programmes, entry requirements and their suitability for selected programmes. This includes but is not limited to activities such as open days and email correspondence with departments regarding the programme.

Rationale for interviews

- 7.3 An interview is permissible as part of the selection and admissions process for the following reasons:
- i. where there is a relevant legal or regulatory requirement or guideline;
 - ii. where either full or partial funding is available for a limited number of applicants, to identify the best candidate(s) for the award (this may take the form of funding to cover tuition fees; a bursary award for living costs; or sponsorship for a project);
 - iii. if it is considered that this is the best method of identifying potential for study, e.g. to assess research potential or suitability to the programme.
 - iv. Applicants who will be under the age of 16 on entry will be required to attend an interview, whether or not the application process for that programme requires an interview for admittance. [Please see section 4 for more information](#).
- 7.4 The use of an interview as a selection tool and selection criteria for interview will be agreed in advance at the start of the admissions cycle by the King's Admissions Office and the relevant departments. Criteria are to be applied consistently to the cohort of applicants.

- 7.5 If a Department, Faculty or CIEL wishes to introduce an interview as part of the selection process or modify an approach to interviews, it must request this via the [Interview Procedure for Staff](#) in Annex C.
- 7.6 The aims of the interview and the skills and qualities sought must be agreed in advance between the King's Admissions Office and Faculty representatives and incorporated into questions. Questions must be written with relevance to the programme, clarity, purpose and implemented consistently. There must be agreed assessment criteria, such as a scoring system and examples of "model answers" for reference, that is consistently applied to each interviewee.
- 7.7 A record of each interview, such as notes and/or score sheets must be completed at the time of the interview. These must be returned to the King's Admissions Office or department administering the interview and associated with the application either on King's Apply or held electronically and securely by the Admissions Office. Interviewer comments must be factual, professional and in line with [Equality, Diversity and Inclusion policies](#).

Invitation to interview and applicant response

- 7.8. For undergraduate programmes, invitations are sent via King's Apply.
- 7.9 For postgraduate taught programmes where there is a regulatory requirement for an interview to be held, invitations will be sent via King's Apply. However, for postgraduate taught programmes where tutors wish to conduct interviews to assess suitability for the programme, tutors may contact applicants directly to arrange an appropriate interview date and time.
- 7.10 The university aims to inform applicants of an interview no later than one week before the interview date. However, applicants need to be aware that during time-sensitive periods such as Confirmation and Clearing, there may only be 24 hours' notice between the invitation to interview and the interview commencing. The invitation will provide further details of the interview for example the time and the venue.
- 7.11 Applicants are encouraged to accept and attend their first interview invitation. However, applicants will be given an opportunity to request the interview is rescheduled if they are unable to attend. Where competition for places is high, only one reschedule request is permitted. The university will endeavour to accommodate requests where availability allows.
- 7.12 Failure to attend an interview without informing the university within 24 hours of the interview date via King's Apply, and without good reason, will mean that the university can no longer consider an application, and it will be made unsuccessful. Failure to respond to an interview invitation within stipulated deadlines may also result in an unsuccessful decision.

Interview formats

- 7.13 The university offers either Multiple Mini Interviews (MMI) or panel interviews of at least two individuals, all of which can be conducted either in person or virtually.
- 7.14 Where a panel interview is not possible and the interview is conducted on a 1-2-1 basis, the interview may be recorded for audit purposes and the applicant will be entitled to bring a chaperone or an observer to the interview. If the candidate is under the age of 18, the interviewer must be DBS-checked as per the [university's Safeguarding Policy](#).
- 7.15 For Postgraduate Research programmes, selection will be by interview, either face to face or by another communication method as deemed appropriate by the faculty. Offers for a place can then only be made by the appropriate authority within the Faculty by processing the decision via the King's Admissions Office's King's Apply.

Support at interview

- 7.16 Applicants should inform the university of any support they may require at interview, as soon as possible after they receive the invitation, and preferably no later than one week before the interview date, to give time to requests being considered, and when approved, arrangements implemented.
- 7.17 If invited via King's Apply, the applicant should respond in the King's Apply portal to discuss reasonable adjustments. If a tutor has contacted the applicant directly to arrange an interview, the applicant should contact the tutor directly to discuss arrangements.
- 7.18 Possible adjustments will vary depending on the needs of the individual and are subject to any core requirements related to the interview itself or required in the interview process by external or regulatory bodies. There may be occasions where interviews will be postponed if time is required to put arrangements in place.
- 7.19 Where it is not appropriate to make at-interview adjustments, applicants will be given a full explanation in writing.

Responsibilities

- 7.20 Applicants must apply to the university by specified deadlines to be considered for an invitation to interview. Applicants must engage with the King's Apply admissions portal to receive and respond to interview invitations within stipulated deadlines.
- 7.21 By participating in an admissions interview, applicants accept and agree that they will not share the content of the interview. This includes, but is not limited to, fellow applicants or online forums. Should applicants not abide by this and share the content of the interview, their application may be rejected.
- 7.22 Interviewers are required to:
 - i) complete training prior to interview as directed by the Admissions Office. This will include and is not limited to Equality, Diversity and Inclusion training and safeguarding training in some cases;
 - ii) ensure they attend any interviews in which they have agreed to partake;
 - iii) keep a record of the interview in line with agreed scoring criteria and admissions guidelines;
 - iv) engage with Disability Support for advice on adjustments for interviews, as appropriate.
- 7.23 Failure to comply with the above may result in interviewers being removed from any future interviewing opportunities.

Outcomes, feedback and appeals

- 7.24 Final outcomes are communicated to applicants using King's Apply and/or UCAS or Department for Education Apply for PGCE programmes. A final decision will be made in line with response deadlines. Applicants may wish to review [Feedback](#) and [Complaints](#) sections of this policy if they wish to pursue either process.

8. Fee Status Assessment, Pre-Enrolment

- 8.1 The information provided in an application to study at the university will be used by the university to assess an individual's fee status. This includes, but is not limited to, an applicant's residency and nationality. Applicants should ensure that this information is accurate and truthful at the time of application.
- 8.2 Applicant information is mapped by the Admissions team against guidelines and categories outlined by the UK Council for International Student Affairs (UKCISA), which are informed by government legislation

and regulation, to determine the fee status that the applicant will pay for the duration of their programme of study; either Home or Overseas fees. The “Home” and “Overseas” tuition fee rate is available on the [Undergraduate](#) and [Postgraduate](#) online prospectus on a programme-by-programme basis. For other levels of study, the fee rate will be published on the university’s website alongside information regarding these programmes.

- 8.3 Should the university require more information from the applicant to make a final decision regarding the fee status, a fee status questionnaire will be sent to the applicant via [King’s Apply](#) for completion and return, with evidence. A deadline will be specified for the submission of this information and failure to meet this will result in a delay in the assessment of the application and/or potentially an inaccurate fee status assessment. Applicants are expected to regularly monitor [King’s Apply](#) for communication from the Admissions Office.
- 8.4 The final fee status assessment made by the university will be included in the applicant’s offer letter which is published on [King’s Apply](#). This will confirm the fee that will be expected to be paid for the duration of study. By accepting an offer, as a Firm or Insurance offer, the applicant is accepting the fee status assessment made by the university.
- 8.5 Before accepting an offer to study at the university, and before enrolment, if an applicant wishes to contest their fee status assessment, they can submit message to the Admissions team via [King’s Apply](#) to request that this is reviewed. If the applicant subsequently believes there is an error in the rationale provided after having received a response, they can submit a complaint via King’s Apply. See [Section 20](#).
- 8.6 The applicant has one opportunity to contest their determined fee status in an application cycle, unless there is compelling evidence that circumstances have changed on multiple occasions during this period which would warrant multiple reviews. With limited opportunities to challenge a fee status decision post enrolment, applicants are encouraged to contact the university prior to enrolment if they believe there is an error in their fee status assessment.
- 8.7 The Admissions team may ask the applicant to complete a questionnaire and provide further evidence to gain a detailed understanding of their circumstances via [King’s Apply](#). Applicants are expected to adhere to specified deadlines to ensure a timely review and accurate review can take place. Failure to meet deadlines may result in the request for a fee status review being revoked.
- 8.8 Once all information has been gathered from the applicant for an investigation to take place, the Admissions team has 10 working days to provide a response. The outcome of this investigation will result in either:
- i. the fee status being updated, and a new offer letter being issued; or
 - ii. the initial assessment standing with a written explanation as to why it cannot be changed.
- 8.9 This decision will be final. Should the applicant feel there has been a procedural error in handling the complaint or they have substantive new evidence that has not been previously considered, they may consider a [Stage Two complaint](#).

9. Fee Status Assessment, Post-enrolment

- 9.1 The university recognises that after enrolment, a student’s circumstances may change and as a result they may wish to contest their determined fee status. However, there are limited circumstances by which a student can become eligible for Home fees after a programme has started. These are reflected

in 9.3i and 9.3ii. Please note: Acquiring three years ordinary residence in the UK part-way through your course will not lead to a change in fee status.

- 9.2 There are specific timeframes under which enrolled students can request a review of their fee status:
- i. between 1st September and 31st October of any year of study; for students whose academic year starts in September or October;
 - ii. within 8 weeks of the programme start date, for students whose academic year starts in a month other than September or October.
- 9.3 Students wishing to contest their fee status post-enrolment can do so on either of the following grounds:
- i. if their immigration status has changed since the point of enrolment or;
 - ii. if they or a relevant family member has been granted refugee status or humanitarian protection. Please note, being granted refugee status or humanitarian protection after the start of the course will only result in a change in fee status for the upcoming academic year if all other category criteria have been met.
 - iii. if there is evidence of a procedural error that was made during the original fee status assessment, however, this is only applicable to students who contest their fee status decision prior to 31st October of the first or only academic year of the programme.
- 9.4 To be considered for a review, students must submit a request in the timeframe specified in 9.2, and be eligible to request a review based on the grounds outlined in 9.3, and meet at least one of the categories for Home fees in England outlined by [UKCISA](#).
- 9.5 Those that do not meet the criteria in 9.2, 9.3 and 9.4, will not have their request reviewed and it will be revoked.
- 9.6 Requests for a review of the student's fee status will not normally be considered under any other circumstances and only if there are exceptional circumstances surrounding the contestation.
- 9.7 Students who meet the above criteria must submit a [Fee Status Review Form](#) (FSRF) before the relevant deadline stated in 9.2. This will be reviewed and if the request is accepted, the Admissions team will contact you with further information. Students have one opportunity to submit the form.
- 9.8 The Admissions team will review the submission within 10 working days of receipt. If further information is required to complete the review, this will be communicated to the student via email. The student will be required to provide further evidence within specified deadlines. Once all information required to complete the assessment has been received and criteria met as outlined above, the Admissions team endeavours to respond within a further 20 working days with the outcome of the assessment.
- 9.9 Failure to respond to requests for further information in the timeframes provided, may result in the request to reconsider the fee status decision being revoked and/or the assessment will be concluded based on the information available. Any cases closed due to insufficient evidence or information will remain at the existing fee rate.
- 9.10 Fee status reviews can only be submitted for current or upcoming academic years. It is not possible to conduct retrospective reviews for previous academic years. Reviews submitted after 31st October of the first academic year will only be considered for the upcoming academic year onwards. Interruption of studies in order to meet certain residency criteria for Home fees will not result in a change in fee status. Students will be considered as a continuing student in these circumstances and the fee status will remain as assessed when they originally started their course.

- 9.11 During the Fee Status Review, students will continue to remain liable for the fees stated on their invoice. Only after the reassessment has concluded and an outcome has been reached may there be a change in fee liability.

Outcomes

- 9.12 Once the Admissions team has reviewed the fee status the outcome there are two possible outcomes:
- i. request to review fee status and evidence is not compelling and the fee status decision should not be changed; or
 - ii. request and evidence demonstrates that a fee status should be updated to Home fees.
- 9.13 If the student's fee status is to be updated to Home fees, the Admissions team will inform any relevant departments at the university of the change in fee status and any adjustments that are required to the fee payable. The student will also be notified of the outcome of the review via email from the Admissions team.
- 9.14 In circumstances where a decision will not be changed, the Admissions Team will email the student directly and provide a written explanation as to why the fee status decision cannot be changed.
- 9.15 If the student feels that there has been a procedural error during the fee status review process or they have substantive and compelling new evidence which has come to light after the receipt of the outcome of their fee status review, they are able to submit a Stage Two Fee Status Review complaint on this basis.
- 9.16 To submit a Stage Two Fee Status Review complaint, students are required to complete a [Fee Status Review Stage Two Complaint form](#). Forms must be completed and submitted within 10 working days of the outcome of the initial fee status review. Once received the Admissions team has 30 working days to respond to the student with a final outcome.
- 9.17 If the student feels that there has been a poor level of service provided during the review of their fee status, they may submit a complaint on this basis under Stage Two of the [Complaints Policy](#) for students.
- 9.18 The final decision of the university following a Stage Two Fee Status Review Complaint is final. A student may ask the [Office of the Independent Adjudicator](#) to consider any unresolved complaint against the College.

10. Deposits

- 10.1 For several programmes, the university requires applicants to pay a deposit by an acceptance deadline to secure their place. Deposits contribute to, and will be deducted from, the applicant's overall tuition fee. Offer letters available via [King's Apply](#) provide further information regarding whether a deposit will be required, the amount due and the deadline by which payment is required. This information is also available on the [undergraduate](#) and [postgraduate](#) online prospectus.
- 10.2 For Undergraduate applicants requiring a student visa to enter to the UK, a Confirmation of Acceptance of Studies (CAS) number will not be produced until the deposit has been paid and received by the university. For postgraduate applicants, a deposit may be required to accept an offer from the university.
- 10.3 Deposits are generally non-refundable. However, deposits can be refunded in the following scenarios, provided deadlines within the applicant's offer letters are met:

- i. if the applicant requests a refund in writing via a King's Apply message within 14 days of the payment being received at the university's account;
 - ii. if the university is unable to confirm the applicant's place on the programme because the applicant does not meet the conditions of the offer letter and the applicant provides proof that they do not meet the conditions by the deadline specified within the offer letter;
 - iii. if the applicant is required to undertake an English language test to satisfy the English language requirements of their chosen programme, they undertook the test within three months of the start date of the programme, and provided evidence that they took the test and did not meet the conditions specific to their offer by the deadlines specified in their offer letter;
 - iv. if the applicant requires a visa to study and, they are unable to obtain a student visa necessary to study on the programme and, the university is satisfied that the applicant took all reasonable steps to ensure they obtained the visa prior to commencing the programme and that the failure to obtain the visa was not the applicant's fault.
 - v. if the programme to which the applicant intended to enrol is withdrawn by the university;
- 10.4 In some scenarios, the programme may require a deposit, but the applicant may not need to pay. For example, if the applicant can provide evidence that their tuition fees will be fully covered, either by a scholarship, sponsorship, or employer. Evidence in these scenarios needs to be submitted by the deposit deadline via [King's Apply](#) to waive the deposit payment.
- 10.5 Some deposits will be the full tuition fee for the programme and payment will be required when the applicant accepts their offer. This will be made clear in the offer letter available via [King's Apply](#). If the programme is a distance learning programme, and/or is offered outside the UK and where the country of study requires tax to be added to fees, a Goods and Services Tax (GST) will be automatically added to the fee required. More information about GST can be found on the [university's website](#).

11. Deferrals

- 11.1 Undergraduate applicants considering deferred entry are advised to consult the online prospectus for any programme specific guidance or restrictions. Typically, deferral requests of one year will be considered and accepted. [More information regarding deferrals can be found on the university's website.](#)
- 11.2 Postgraduate Taught programmes do not currently allow deferrals. The [university's website](#) offers the most up-to-date advice regarding Postgraduate Taught deferrals.
- 11.3 Postgraduate Research deferrals are dependent upon agreement from the proposed supervisor. All deferral requests must be submitted in writing through [King's Apply](#) stating the reason for deferral. The King's Admissions Office will respond with further advice. Deferral requests must be received before the end of the enrolment period for scheduled start of the programme. [More information can be found on the university's website.](#)
- 11.4 Where Postgraduate Research deferrals are approved, this would also be at the applicant's risk. Should the academic staff member who agreed to supervise the project leave the university or, the project to which the applicant had applied to be involved with cease, the university will not be able to enrol the applicant. In these cases, the department may suggest other suitable projects where available, but the university cannot guarantee that this will be possible.

- 11.5 Applicants requesting a deferral need to be aware that all conditions of their offer are to be met by the deadlines outlined in their offer letters to allow for a deferral to take place. A deposit may also be required to defer.
- 11.6 Applicants should be aware of the implications of deferring, as outlined on [the university's website](#), which includes but not limited to:
- ii. the ability to access to funding in a given academic year;
 - iii. changes to fee status assessments;
 - iv. the need to undertake an English Language test to meet visa requirements;
 - v. tuition fee increases and/or changes to GST;
 - vi. the need to reapply for other services at the university such as accommodation.

12. Transfers

- 12.1 Some Undergraduate programmes may consider applicants wishing to transfer their studies to King's College London. The [university's website](#) details the programmes that are open to transfer in a given year and the policies, requirements and application process for a transfer to take place.
- 12.2 Postgraduate Research students may apply to transfer their PhD to King's College London, subject to the current [Academic Regulations](#) relating to Postgraduate Research degrees. Candidates should submit an application via [King's Apply](#) in the same way as those applying to start their PhD from scratch, ensuring that they make it clear they wish to transfer.

13. Student Visas and ATAS

- 13.1 Applicants requiring a student visa to enter the UK to study will be required to meet conditions as set out by [UK Visas and Immigration \(UKVI\)](#). The university will issue a CAS number to applicants who have met all the conditions of their offer and therefore have an Unconditional Firm (UF) offer and, if required, paid a deposit.
- 13.2 Applicants requiring a student visa must declare this via [King's Apply](#) and ensure that they provide the necessary documentation and information when requested. CAS numbers will be issued by the King's Admissions Office, via [King's Apply](#), no more than 6 months before the programme start date to allow for applicants to make their visa application. More information about visa requirements and applications can be found in offer letters on [King's Apply](#).
- 13.3 The King's Admissions Office can also issue a [Standard Visitor Visa](#) Support Letter to some students who are required to enter the UK to study for 6 months or less. More information about the process to obtain this visa will be available in offer letters available via [King's Apply](#).
- 13.4 Some applicants studying sensitive subjects as deemed by UKVI will also be required to obtain [Academic Technology Approval Scheme \(ATAS\)](#) clearance before entering the UK. Specific requirements will be outlined in offer letters on [King's Apply](#). If more than one attempt is made to obtain ATAS and the application is refused on two occasions, the university reserves the right to withdraw an offer to study.
- 13.5 Further information and advice can be accessed via the university's [Student Visa webpages](#). Applicant's should also refer to the university's [Student Visa Policy](#).

14. Criminal Record Disclosure and Enhanced DBS checks

Regulated programmes

- 14.1 For programmes or modules of study that contain regulated activity, applicants will be required to declare if they have a criminal record at the point of application.
- 14.2 Applicants required to make a criminal record declaration must do so at the soonest possible point in the admissions process. Applicants must make truthful and accurate declarations. Having a criminal record does not automatically bar applicants from accessing regulated programmes or modules with regulated activity, but additional consideration will be required before admittance.
- 14.3 Applicants who are required to make a criminal record declaration must engage with the enhanced DBS check process and adhere to stipulated deadlines. This includes, but is not limited to, providing relevant documents in a timely manner, using [King's Apply](#) to check for updates and meeting deadlines. Failure to engage with the process and complete an enhanced DBS check to deadlines can result in withdrawal of an offer and place.
- 14.4 Applicants must declare, when asked, if they have any criminal records that are not protected under the [Rehabilitation of Offenders Act \(1974\)](#). Examples of criminal records that need to be declared include but is not limited to:
- i. cautions;
 - ii. reprimands and final warnings;
 - iii. bind over orders or similar;
 - iv. fixed penalty notices;
 - v. penalty notices for disorder;
 - vi. Antisocial Behaviour Order (ASBOs) or criminal behaviour orders (CBOs);
 - vii. Violent Offender Order (VOOs).
- 14.5 Upon receiving a criminal record disclosure, the university will allow applicants the opportunity to provide details about the circumstances surrounding their conviction for consideration via a criminal record disclosure form which is shared via [King's Apply](#).
- 14.6 On receipt of a criminal record disclosure the King's Admissions Office or the responsible department will ensure data is kept:
- ii. confidentially, in line with the [King's Privacy Notice](#) and the [King's Apply Privacy Notice](#);
 - iii. in adherence to university [retention schedules](#);
 - iv. restricted to individuals at King's College London who are required to consider the information for admissions purposes.
- 14.7 If there is a change in circumstance and a criminal record is acquired after the point of application but before the point of enrolment, applicants must inform the university by messaging the King's Admissions Office via [King's Apply](#) to allow for due consideration to take place.
- 14.8 Criminal record disclosure information will not have any bearing on the holistic assessment of an application. The King's Admissions Office will give due consideration to the criminal record disclosure only if an offer is to be provided to the applicant as outlined in the [Criminal Record Disclosure Procedure \(Student Admissions\)](#).
- 14.9 Where an enhanced DBS check reveals details of an undisclosed criminal record, either before the start of the programme or post enrolment, this may result in withdrawal of an application, offer or a place, or the termination of studies.
- 14.10 The university may withdraw an application, offer of a place or if enrolled, terminate a student's registration under the [Academic Regulations](#), if they or a third party on behalf of the student is found to have provided untrue or inaccurate information, or to have omitted information during the application process.

- 14.11 If the applicant has lived overseas for 12 months or more (whether continuous or in total) in the last 10 years, they will be required to provide the Admissions Team with a “Letter of Good Character” from the relevant authorities of the overseas country or countries in which they have resided or are residing. Guidance on obtaining a “Letter of Good Character” can be found on the [Home Office website](#). The letter must be issued within 6 months of the start date of the applicant’s programme. Applicants are required to send their Certificates of Good Conduct (and a certified translation if need be) to the Admissions team via email to dbs.clearance@kcl.ac.uk
- 14.12 If the applicant already has an appropriate enhanced DBS check and would like to present this to admissions to meet the conditions of their offer and enrolment conditions, they must use the Update Service to update the enhanced DBS check so that it is valid within 6 months of the start date of the programme. Information to review the enhanced DBS check must be presented to the Admissions team via email to dbs.clearance@kcl.ac.uk no later than four weeks before the start of the programme.

Non-regulated programmes

- 14.13 A criminal record declaration will not be asked of applicants applying to programmes or modules that do not contain regulated activity.
- 14.14 However, applicants applying to programmes that are not regulated are encouraged to disclose their criminal record if they are subject to any licence condition or monitoring restriction that could affect their ability to successfully complete their studies. Applicants wishing to disclose a criminal record, should contact the university via [King’s Apply](#) in the first instance to seek advice and guidance.
- 14.15 Applicants applying to programmes or modules that are not regulated who have an unspent conviction and would like advice or guidance to support an application should contact the admissions team via [King’s Apply](#).

Other services and post enrolment

- 14.16 Applicants applying to or using other services at the university such as King’s Residences, may be asked to declare their criminal record as part of these processes. Different policies may apply in relation to the declaration of a criminal record.
- 14.17 The King’s Admissions Office may communicate with some services at the university if enrolment conditions are imposed on an applicant after considering their criminal record. For example, King’s Residences would be informed if restrictions to accessing university accommodation are imposed as part of the applicant’s terms of enrolment.
- 14.18 Enrolled students selecting optional modules or placements that contain regulated activity may be required to undertake a DBS check to commence their studies. Applicants are advised to consult the programme specification for their chosen degree and review the modules available to them. Students are encouraged to discuss their options with the relevant departmental student support team. It is the relevant department’s responsibility to ask for criminal record information and to conduct an enhanced DBS check in line with the information, advice and guidance provided by the Admissions Office.
- 14.19 Enrolled students must inform their Faculty if they acquire a criminal record as per the [Non-Academic Misconduct Policy](#).

15. Occupational Health and Fitness to Practise

- 15.1 Some programmes on offer at the university require occupational health clearance before the commencement of study. If this is the case, the requirement will be outlined on the online prospectus and further information about the process is provided to successful applicants in their offer letter available on [King's Apply](#).
- 15.2 In addition, some programmes require applicants to demonstrate high levels of behaviour at all times to support their professional registration. These programmes have [Fitness to Practise Policies and Procedures](#) surrounding them. Further information regarding these can be found on the [university's website](#) and in offer letters which are available to successful applicants via [King's Apply](#).

16. Disability support

- 16.1 Applicants with a disability are encouraged to declare this at the point of application. This allows admissions staff to consider any reasonable adjustments that may be required to support the applicant in the admissions process. Applications are considered based upon academic merit and potential for their chosen programme and any support needs or adjustments will be considered independently of the admissions decision. The [Disability Support and Inclusion Team](#) provides applicants with information, advice and guidance on disability support.

17. Expected Applicant Behaviour, Application Fraud and Plagiarism

- 17.1 The university is committed to creating an inclusive environment that promotes equality of opportunity for everyone in its community. It will not tolerate discrimination, victimisation or harassment. Applicants to the university are expected to demonstrate good conduct, show respect for the persons within and for the property of the King's community, and to behave in a way that does not interfere with the proper functioning or activities of the university. This includes, but is not limited to, their behaviour and conduct at university site visits, open days or interviews, correspondence with the university via email, telephone calls and/or King's Apply messages, and the use of social media.
- 17.2 The university reserves the right to withdraw an offer and/or cancel an application where evidence can be provided that an applicant's behaviour falls short of these expected standards. Examples of unacceptable behaviour can be found in the university's [Non- Academic Misconduct Guidance](#). This list is not exhaustive and other examples of inappropriate behaviour will not be tolerated. More information regarding the [Applicant Misconduct Procedure can be found here](#).
- 17.3 The university recognises that the use of Generative Artificial Intelligence (AI) to create personal statements or writing samples for the application process is a tool that applicants may consider using in the application process. The university [has a statement on the use of AI here](#) and this will also be applied to the admissions process, particularly "any work submitted must represent a genuine demonstration of your own work, skills and... respects the university's value of academic integrity and honesty". Similarly, [UCAS provides guidelines as to the acceptable usage of AI in creating an application](#) which applicants should review and adhere to when creating and submitting an application.
- 17.4 Where evidence is detected that a personal statement may be plagiarised or wholly written using AI, or that any other element of an application may be fraudulent, including the provision of falsified documents, the application will not be progressed until the matter has been investigated by the King's Admissions Office and resolved. The university reserves the right to withdraw an offer if incorrect or misleading information is provided in the application.
- 17.5 Applicants who hold offers to study at the university may be asked to complete additional verification checks regarding their qualifications using [Qualification Check](#), a third-party service. More information

will be provided to offer holders in the offer letter, including deadlines for submitting and completing a fraud check with Qualification Check.

- 17.6 Once enrolled, as per [the university's Regulations](#), if a student or a third party on behalf of the student, is found to have provided untrue or inaccurate information, or to have omitted information at enrolment or during the application process, registration can be terminated without notice. However, the student will have a right to appeal that decision.

18. Feedback

- 18.1 The university operates a competitive admissions system and therefore a considerable number of applicants may be unsuccessful in their application to study. Feedback can be provided to any candidate whose application is unsuccessful. All requests for feedback should be made in writing via [King's Apply](#) within 30 days of an unsuccessful decision. The university is not obliged to provide feedback to applicants who are successful in obtaining an offer, nor to applicants submitting feedback requests after 30 days of their decision.

19. Mitigating Circumstances

- 19.1 The university understands that there are times when unexpected events occur that can affect an applicant's studies and exams. This would include illness or bereavement or perhaps adverse family circumstances. Information regarding the [mitigating circumstances procedures for undergraduate programmes can be found on the university's website](#). Applicants should contact their examination or awarding body in the first instance to discuss how their circumstances affected their performance. Information regarding mitigating circumstances can contextualise academic performance, however, the final decision as to whether to offer the applicant a place remains at the university's discretion.
- 19.2 For entry to Postgraduate programmes, and for any other programme offered outside of Undergraduate level, the university expects applicants to have taken appropriate action to ensure the relevant examination bodies have allowed for such circumstances prior to the announcement of results or following an appeal. The only exception to this is if there are mitigating circumstances that have affected an applicant's performance at interview. Applicants are required to complete a [Postgraduate Admissions Mitigating Circumstances Form](#) to notify Admissions and allow for consideration by the Admissions Office and relevant Admissions Tutors.

20. Complaints

- 20.1 The university is committed to providing a high- quality admissions process. However, it recognises that there may be occasions when applicants to the university may have cause for complaint. This section explains how applicants can submit a complaint and in what circumstances these will be investigated.
- 20.2 Applicants are permitted to make a complaint at any stage in the application process. Third parties can act on behalf of the applicant if the applicant provides explicit written permission via a King's Apply portal message that they are permitted to do so. For undergraduate programmes, if the third party is the UCAS proxy, it will be assumed that permission has already been granted to act on behalf of the applicant. Anonymous complaints will not be considered.
- 20.3 Applicants will not suffer any disadvantage or recrimination in the admissions process as the result of making a complaint in good faith. This will not have any ramifications to any existing or future applications.

Informal Complaints

- 20.4 At any stage in the admissions process, applicants can express a dissatisfaction with an aspect of the admissions process. Applicants should message the Admissions team via a King's Apply message to inform it of their complaint. These complaints will be investigated by the Admissions team according to university's admissions policy and procedures and a response will be provided within 15 working days of receipt.
- 20.5 Where a mistake or error in process has been identified, the Admissions team will seek to provide a remedy. Where a remedy is not possible, an explanation will be provided in writing to the applicant via King's Apply.

Formal, Stage One Complaint

- 20.6 Where an applicant is dissatisfied with the outcome of an informal complaint or wishes to formalise their grievance with the university, the applicant can complete and submit a Stage One Complaint form which is available via King's Apply. This form must be submitted no later than 10 working days after the incident has occurred. If submitted after this time, the Admissions Team does not have an obligation to investigate.
- 20.7 Once an application has been made unsuccessful, the applicant has 30 days to make their complaint to the Admissions team. After this time, the submission of a complaint will not be permitted nor investigated.
- 20.8 Once the complaint form is received, the Admissions team will examine the evidence that the applicant has submitted and investigate the grievance in line with the university's admissions policies. The Admissions team has 30 working days to complete its investigation and provide a response.
- 20.9 Where a mistake or error in process has been identified, the Admissions team will seek to provide a remedy. If a remedy is not possible, an explanation will be provided in writing to the applicant via King's Apply.
- 20.10 The following complaints will not be considered and will be rebuked:
- ii. complaints made without foundation or in bad faith
 - iii. complaints which are obsessive, harassing, or repetitive;
 - iv. insistence on pursuing complaints without merit and/or unrealistic, unreasonable outcomes;
 - v. complaints which are designed to cause disruption or annoyance;
 - vi. vexatious
 - vii. complaints regarding performance on Admissions Tests. As the administration of Admissions Tests is outside of the responsibilities of the Admissions team, these complaints will not be investigated.
 - viii. Reconsideration of an unsuccessful decision. This may include but is not limited the request to review an unsuccessful decision based on competition or failure to demonstrate the meeting entry criteria. Unless substantive evidence is provided by the applicant that demonstrates there were irregularities in the admissions procedure, these complaints will be revoked. There is no provision for appeal against the academic or professional judgement of the Admissions team and admissions selectors.

Formal, Stage Two Complaint

- 20.11 Applicants can only make a Stage Two complaint via King's Apply once a response has been received from the completion of a Stage One complaint investigation. There will be a window of 10 working days in which an applicant can submit a Stage Two Complaint once the outcome of Stage

One has been received. Complaints made after 10 working days of receiving a stage one outcome will not be considered.

- 20.12 The Stage Two complaint process is triggered by the completion and submission of a Stage Two complaint form. The form is available through and must be submitted via King's Apply. Upon receipt, the Admissions team has 30 working days to consider the evidence submitted by the applicant, review the Stage One complaint process/outcome and consider the complaint in line with its admissions policies.
- 20.13 The Stage Two Complaint process can be used in the following circumstances:
- ii. To express dissatisfaction regarding a significant administrative or procedural error in the processing of the Stage One complaint investigation.
 - iii. Where there is substantive new evidence which the applicant was unable to provide as part of the Stage One complaint, and sufficient evidence remains that the Stage One complaint warrants reconsideration.
- 20.14 Where a mistake or error in process has been identified, the Admissions team will seek to provide a remedy. Where a remedy is not possible, an explanation will be provided in writing to the applicant via King's Apply.
- 20.15 Using the Stage Two process to express unsubstantiated disagreement or dissatisfaction with the outcome of Stage One will not be investigated and will be rebuked.

Enrolled students

- 20.16 Once an applicant completes the online enrolment task, they will be considered as a student at the university. At this stage, students must follow the [Student Complaints Policy and Procedure](#).

21. Cancellation Rights

- 21.1 Applicants have the right to cancel their acceptance of a place at the university for any reason during a fourteen (14) day cancellation period (the "Cancellation Period"), which starts on the day the applicant accepts an offer from King's.
- 21.2 To cancel the acceptance of an offer, the applicant must clearly inform the King's Admissions Office in writing of their decision to cancel before the Cancellation Period has expired. Applicants should do this by sending a message via King's Apply or alternatively by contacting the King's Admissions Office by email. Applicants can also use the [Cancellation Form](#) to notify the university of their decision to cancel.
- 21.3 To meet the cancellation deadline, it is sufficient for applicants to send their communication to exercise of the right to cancel before the Cancellation Period has expired.
- 21.4 If the applicant cancels their offer acceptance within the 14 day Cancellation Period, the university will reimburse any tuition fee payment including any deposit received no later than 14 days after the day on which the applicant informed the King's Admissions Office of their decision to cancel their acceptance.

22. Data Protection

- 22.1 The university will process Personal and Special Category Data in accordance with the Data

Protection Legislation and in compliance with the university's [Data Protection Policy](#). The Applicant Privacy Notice can be found [here](#). Applicant data will be held in line with the university's [retention schedules](#).

23. Policy Implementation and Review

- 23.1 The King's Admissions Office will review this policy every three years from the point of approval and publication. However, should there be a change in relevant legislation, regulation, government or university policy before this point, the policy will be reviewed in line with this. The Operations Manager (Policy) within the King's Admissions Office is responsible for monitoring changes that may impact this policy.

24. Reporting

- 24.1 The King's Admissions Office closely monitors the implementation of the university's admissions policies. Senior Admissions Officers and Admissions Managers have oversight of all decisions that are made as part of the admissions process and can review this information to ensure consistency in the application of admissions policies. The [Applicant Complaints Policy](#) and [feedback process](#) also allows for admissions to ensure consistency in the application of the policies. The King's Admissions Office can also use this information to develop and implement improvements in the admissions process for future cycles.

Annex

Annex A: Admissions Interview Procedure for Applicants who are Under 16 Years Old on Entry

For applicants who are under 16 years old on entry, Faculties/King's Foundations are required to arrange an interview with the applicant and their Parent(s) or Legal Guardian(s), before their application can be processed.

The aim of these interviews are:

- i. to ensure these applicants understand and agree that by enrolling at the university they will be entering an adult learning environment and explicitly that the university does not act in loco parentis;
- ii. to assess that the applicant has the appropriate academic maturity for their chosen course of study;
- iii. to confirm the applicant understands the declarations on the agreement to study form;
- iv. to identify any issues that need to be highlighted in a risk assessment for each under 16 applicant before they enrol.

Procedure

Once the applicant receives an offer, the King's Admissions Office sends the applicant specific under 16 guidance via [King's Apply](#). The applicant is also sent an "Agreement to Study form" via King's Apply. The applicant and their parent/guardian is asked to read and sign this form and return it to admissions via King's Apply.

The relevant Faculty/King's Foundations is also notified of the under 16 offer holder by Admissions and is asked to organise a meeting (either in person or via Skype). The following should be present:

- i. Applicant and Parent or Guardian;
- ii. Representative from Student Support and Wellbeing Services;
- iii. Faculty / King's Foundation Staff.

During the meeting the points outlined above in "aims of the interview", should be discussed.

Following the meeting, Admissions are provided with the outcome to relay to the applicant via King's Apply. This can either be:

- a. Progress with the offer for entry in the concurrent admissions cycle;
- b. Defer entry to the following admissions cycle.

Annex B: Interview procedure for Applicants (Student Admissions)

This procedure outlines the steps that are taken in the administration of interviews for admissions to study at King's College London. It outlines the expectations of the interview experience from the applicant's perspective.

Invitation to interview

Applicants must apply via [King's Apply](#), [UCAS](#) or the [Department for Education Apply](#) (for PGCE programmes) by stipulated deadlines to be considered for an invitation to interview.

For undergraduate programmes and postgraduate taught programmes that are regulated, if selected for interview an invitation will be sent to the applicant via King's Apply at least one week before the interview date. The exception to this is during Clearing when an invitation will be sent in reduced timeframes and applicants may only have 24 hours' notice.

For some postgraduate taught programmes, interview invitations will be sent directly to the applicant via email.

The invitation will contain pertinent information about the interview, including but not limited to the date, time and location.

Applicants are expected to regularly monitor their King's Apply account to check for an invitation. They are required to respond to their invitation via King's Apply (or via email if invited via email) by specified deadlines. They may:

- i. Accept the invitation and attend;
 - ii. Request a reschedule if they cannot attend;
 - iii. Decline their attendance if they no longer wish to be considered for the programme of study.
- An unsuccessful decision will be made if the applicant does not wish to attend an interview.

If an interview invitation does not receive a response by specified deadlines, and without any communication from the applicant and/or good reason, the university will no longer be able to consider an application and it will be made unsuccessful.

Reschedules and non-attendance

Applicants are permitted to request that their interview is rescheduled via King's Apply. However, for highly competitive programmes, this request can usually only be made once. If, after accepting an invitation to interview, the applicant can no longer attend, they must proactively inform the university of this via King's Apply. The university will endeavour to accommodate rescheduling requests where availability allows.

If an applicant accepts an invitation to interview but does not attend without informing the university of this within 24 hours of the interview date and/or without good reason, the application will be made unsuccessful.

Disability declarations

When accepting an invitation to interview, the university encourages applicants to inform the admissions office of any disabilities that may require reasonable adjustments to be put in place to facilitate the interview process. Disclosures are made via King's Apply. The university will open a dialogue with the applicant via King's Apply at the time of disclosure to organise reasonable adjustments or provide a full explanation as to why reasonable adjustments are not possible.

If a disability declaration has been made at the time of application, the admissions team may also proactively contact applicants via King's Apply to discuss any reasonable adjustments in advance of the interview.

Chaperone requests

If the interview is a 121 format, the applicant is permitted to request a chaperone is present at the interview. When responding to the interview request, the applicant should message the Admissions Office using a King's Apply message to notify that they would like to bring a chaperone. Admissions will then send a form to the applicant via King's Apply which the chaperone must complete to confirm who they are and that they understand their responsibilities at the interview. The chaperone is not permitted to contribute to the applicant's interview performance but can observe the interview.

At the interview

Applicants will be required to provide ID on the day to confirm their identity. Where face coverings are worn, for medical or religious reasons, appropriate procedures will be followed to facilitate identification, such as social distancing or a private one on one space with a person of the same gender.

The format of the interview will either be:

- i. A Mini Multiple Interview (MMI)- a series of timed interview stations where applicants meet several interviewers who each ask a question. The views of several interviewers are collected in this method.
- ii. A panel interview – at least two interviewers ask a series of questions.
- iii. A 121 interview- one interviewer asks questions to the candidate.

Where a 121 interview takes place, this may be recorded for audit purposes and applicants are permitted to have a chaperone or observer present. Where applicants are under the age of 18 in a 121 scenario, the interviewer must be DBS checked as per the university's [Safeguarding Policy](#).

Record of the interview

Interviewers are obliged to produce a record of the interview. This will be an interview score based on a pre-agreed scoring system and/or interview notes. The interview notes must be returned to admissions or the department that is administering the interview within 24 hours. These must be associated with the application on MySelection/King's Apply or held electronically and securely by the admissions office, alongside recommendations to offer or reject the application. The notes are then kept in accordance with the university's [privacy notice](#) and [retention schedule](#).

Outcomes and feedback

The final decision, either an offer or unsuccessful decision, will be recorded on King's Apply and UCAS (for undergraduate programmes). The decision will be made within response deadlines.

Annex C: Interview Procedure for Staff

If staff in Faculties or the Centre for International Education and Languages wish to introduce an interview or make significant changes their interview practices, they must follow this procedure to ensure that due consideration has taken place.

Significant changes are considered to be alteration to the interview structure, format and/or interviewer composition. Changes to interview questions would not be considered a significant change, although Faculties may wish to consider the impact on EDI and recruitment before implementing any alteration. Faculties are welcome to seek advice from Admissions regarding any changes before implementation.

As a first step, Departments and King's Foundations, must first complete the [Interview Introduction Request Form](#) or the [Interview Change Request Form](#) available on the [Admissions Hub](#).

The form asks colleagues making the submission to declare which criteria they are using to request an interview as outlined in [Section 7](#) and to demonstrate due consideration has taken place for the impact this practice may have on recruitment and Equality, Diversity and Inclusion. An evidence-based approach must be taken.

Once submitted via the Admissions Hub, this form will be sent to Admissions who will share it with an appropriate senior colleague in the Faculty for consultation such as the Vice-Dean for Education, Director of Operations or their equivalent. Admissions and the Faculty will then discuss the proposal, agree and approve the interview process for use in the following admissions cycle.

Agreement and approval will be reached if both the Faculty and Admissions are satisfied that due consideration has taken place. Colleagues submitting the form should be prepared that there may be follow-up questions, including operational queries. Additionally, a full Equality Impact Analysis may be required before the use of an interview is approved.

The deadline for submitting the interview request form will be 30 April each year to allow for adequate consideration and preparation time proceeding the start of an admissions cycle. For PGR, where there are rolling intakes, Faculties would be required to submit any requests by 30 July each year to allow for adequate consideration.

The Admissions Operations team will hold a record of all interviews that have been approved and will monitor their implementation. If unapproved or unsolicited activity is identified, this will be reported to the Vice-Dean for Education, Director of Operations or their equivalent and addressed in the Faculty.

Annex D: Criminal Record Disclosure Procedure (Student Admissions)

The Criminal Record Disclosure Procedure (Student Admissions) outlines the process that is undertaken to consider an applicant's criminal record disclosure ahead of making an offer to study and subsequent enrolment to King's College London.

Process

1. Making a criminal record disclosure

At the point of submitting an application to study at the university, either through King's Apply or UCAS, applicants will be asked to declare if they have a criminal record. This will only apply to regulated programmes which lead to a profession or occupation exempt from the Rehabilitation of Offenders Act (1974), or for modules that contain regulated activity.

2. When and how is a criminal record disclosure considered?

Despite the necessity for criminal record disclosure at the point of application, any declarations will only be considered by the King's Admissions Office at the point at which an offer is to be made to the applicant. During the assessment process preceding this decision, a criminal record disclosure will be kept separate from the holistic assessment of the applicant's academic potential.

If, as a result of the academic and holistic assessment the application is going to be made unsuccessful, no further consideration will be given to the criminal record. The data will be destroyed in accordance with the university's [retention schedule](#).

However, if the decision is to make an offer, King's Apply will flag to the Admissions Officer that a criminal record has been declared. A criminal record disclosure form will then be sent to the applicant via King's Apply to request more information. Applicants can use this form to provide more detail regarding their conviction for consideration, including but not limited to:

- i. details of the crime and conviction;
- ii. their age at the time of committing the offence and;
- iii. circumstances surrounding the conviction.

The Senior Admissions Officer will use the information provided by the applicant to conduct a risk assessment proforma within 10 working days of the receipt of the declaration. The risk assessment explores the risk of admittance to the university's community. Information considered includes but is not limited:

- i. to the nature of the crime;
- ii. the punishment passed;
- iii. how recently the crime was committed and the age of the person at the time of the offence;
- iv. circumstances surrounding the offence.

The risk assessment is then passed to the Admissions Manager (Operations) for consideration.

If the risk assessment indicates that admittance poses a low risk, the Admissions Manager (Operations) will instruct the Senior Admissions Officer to proceed with making the offer to the applicant. The offer will be recorded on King's Apply and the applicant will be notified on King's Apply and/or UCAS within 10 working days.

If the risk assessment indicates admittance poses a medium or high risk, the Admissions Manager (Operations) will then convene a criminal record consideration panel. The panel should consist of the following individuals:

- i. the Admissions Manager (Operations);
- ii. an academic with responsibility for the programme or module such as the Head of Department or Programme Director and;
- iii. a member of the Faculty's Professional Services team such as a Senior Programmes Manager or Faculty Education Manager.

It is advised that the panel should meet within 10 working days of the Admissions Manager receiving the criminal record risk assessment or at the soonest available opportunity.

3. The criminal record consideration panel

The role of the panel is to review the criminal record information provided by the applicant and the risk assessment to consider:

- i. the risk the individual poses to the King's community;
- ii. the ability of the applicant to register with a professional body and join a regulated profession upon completion of their studies.

There can be one of four outcomes to the consideration panel:

- i. Offer is to stand - risk is deemed to be acceptable and offer is made to the applicant for the selected programme or module.
- ii. Conditions to admittance – due to the nature of the crime or conditions surrounding the punishment, the applicant may be admitted to the programme of choice but there may be conditions associated with enrolment. For example, the applicant may not be permitted to stay in university halls of residence as an enrolment condition. Outcomes will be communicated by the Admissions Manager (Operations) to the relevant services responsible to oversee the implementation of the recommendations.
- iii. Alternative offer – due to incompatibilities with the nature of the crime and the mode of teaching, the content of the programme and/or inability to register with a professional body and access a regulated profession, the applicant may be made an offer to an alternative programme of study.
- iv. Unsuccessful - risk to the university's community is deemed to be too high under any circumstances.

The Admissions Manager (Operations) keeps a record of the meeting using the risk assessment proforma. Within 10 working days of panel meeting the Admissions Manager (Operations) will communicate the outcome to the student and instruct the Senior Admissions Officer to make the final decision. Agreed decisions will be recorded on King's Apply and appear on King's Apply and/or UCAS or Department for Education Apply (for PGCE).

Procedure for obtaining an enhanced DBS check

For offer holders who intend to enrol onto regulated programmes or modules, the King's Admissions Office will initiate an enhanced DBS check. This will be up to 120 days before the programme start date. For undergraduate and PGCE programmes, this will be when the application status is Conditional Firm (CF) or Unconditional Firm (UF), and for Postgraduate programmes when the application status is Unconditional Firm (UF or CFUF).

The Admissions Office will use King's Apply to communicate full details of the DBS procedure and requirements when they are ready to initiate the DBS check.

The university uses [Atlantic Data](#) to undertake the enhanced DBS check. The university will inform Atlantic Data of the application status and Atlantic Data will instruct applicants to complete a DBS application form and provide the relevant ID and documentation to a local Post Office to evidence the check. Once these steps are complete, Atlantic Data should provide a certificate to the applicant within 14 to 28 days.

The university will be informed by Atlantic Data if there are any convictions on a DBS certificate. If there are, the applicant will be required to present their DBS certificate to the Admissions Office so that any conviction can be checked against the declaration made during the admissions process.

If the crimes outlined on the DBS certificate match with the declaration made during the admissions process, the consideration of the conviction will have already taken place and no further action will be required. The applicant can proceed to enrolment.

If crimes appear on the DBS check which were not declared, due consideration will not have taken place and the university reserves the right to withdraw the applicant's offer and place. Please see the [university's Regulations](#) for more information.

If applicants have lived overseas for 12 months or more (whether continuous or in total) in the last 10 years prior to the start of the programme they must provide a criminal record disclosure or "certificate of good conduct" from the country, or countries, in which they have been resident for these years. These certificates need to be dated within 6 months of the start date of the programme. [More information on how to obtain a certificate of good conduct can be found here.](#)

Useful resources

- [Unlock](#) – charity that supports people who have a criminal record;
- [King's College London, Faculty and departmental information](#)
- [King's College London, student support services](#)

Annex E: Applicant Misconduct Procedure

1. If applicant misconduct is identified, the Head of Admissions (Undergraduate or Postgraduate) (HoA) should be notified in writing as soon as possible. Evidence should also be provided at this time to the HoA of the alleged behaviour.
2. The HoA, or nominee, will then carry out an investigation as to whether the alleged behaviour is misconduct.
3. The applicant in question will be informed via King's Apply that an investigation is taking place into their behaviour. They will also be given the opportunity to provide a written statement within 5 working days to explain their behaviour.
4. If the misconduct is deemed to be a minor offence, the HoA will issue a penalty to the applicant which may include but is not limited to a written warning.
5. If the offence is serious or the applicant conducts multiple or repetitive offences, the HoA will convene a panel to consider the case further. The panel will adhere to the principles outlined in the [Academic Regulations](#) and will consist of:
 - i. Associate Director of Admissions or nominee;
 - ii. A representative of the Student Conduct and Appeals team.
6. The panel should be formed within 10 working days of the collection of the evidence and supporting statement, or at the soonest available time when all representatives can meet. The HoA will present their findings to the panel.
7. The role of the panel is to consider the evidence and supporting statement and decide if misconduct has taken place. The outcome of the meeting will be recorded on King's Apply, and the applicant will be informed in writing via King's Apply of the final decision, which can be one of the following:
 - i. To continue with the application because it is judged that there has not been misconduct;
 - ii. To continue with the application, but there has been some misconduct.
 - iii. To withdraw the offer and/or application due to the applicant's misconduct.
8. If "no misconduct" is the agreed outcome of the panel (point i.), this will be noted on the application, but records of the alleged behaviour will be destroyed.
9. Where an application is permitted to continue, but some misconduct has been identified (point ii above), this will be reported to the Student Conduct and Appeals team. The incident may be treated as a first offence of misconduct if there are future incidents, and a minor penalty may be issued once the applicant has enrolled.
10. The final outcome and communication will be actioned within 5 working days of the panel's decision.

Right to Appeal

11. Applicants may appeal the decision of the Applicant Misconduct Panel on either or both of the following grounds:
 - i. there is new evidence that could not have been, or for good reason was not, made available at the time of the Panel, and the case warrants further consideration;
 - ii. evidence can be produced of significant procedural error on the part of the university before or during the Panel, and the case warrants further consideration.

12. Appeals must be submitted to the [Student Conduct and Appeals](#) team no later than 10 working days after the final outcome from the Applicant Misconduct Panel is communicated. Appeals submitted after this date will not be considered.
13. The appeal will be considered by the Head of Student Conduct & Appeals (or their nominee) having reviewed the relevant evidence. The outcome will be sent to the applicant within 15 working days.
14. There is no further right to appeal internally. The decision maker may decide to do the following:
 - i. modify or reverse the decision of Panel;
 - ii. uphold the decision of the Panel.
15. Where the decision maker rejects the appeal, the decision of the Panel stands.