

Admissions Policy 2022

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1 Introduction

1.1 Goldsmiths has a rich heritage of the highest standards of research, teaching and practice. This finds academic expression in a remarkable range of original thinking and of innovative interdisciplinary collaborations. This heritage is reflected in our mission statement that commits to offer a transformative experience, generating knowledge and stimulating self-discovery through creative, radical and intellectually rigorous thinking and practice. Our Admissions Policy is underpinned by this mission and its strategic plan and all activities, policies and procedures are informed and motivated by its core values.

See our website for our Mission, Values and Strategy:
www.gold.ac.uk/strategy.

1.2 In accordance with our Mission and core values we are committed to the principle of fair admissions and seek to operate recruitment, selection and admissions procedures that are transparent, reliable and inclusive. In addition, Goldsmiths recognises the importance of a positive ‘applicant experience’ (irrespective of an eventual outcome of an application) and this policy reflects the importance of the admissions (and pre-admissions) process in the broader student experience to which it is committed.

1.3 Goldsmiths will at all times seek to operate procedures that are fair and are in accordance with the law of the United Kingdom and includes specific compliance with legislation relating to discrimination (e.g. the Equality Act 2010, Race Relations Amendment Act, Sex Discrimination and the Disability Discrimination Act etc.).

1.4 This document is intended to be publicly accessible, and sets out Goldsmiths’ overarching policy on the admission of students to undergraduate, postgraduate (taught and research) and professional training programmes (such as Postgraduate Certificates in Education [PGCEs]).

2 Roles and responsibilities

2.1 Responsibility for the admissions process is shared between a number of teams and individuals in both Professional Services and academic departments. Principle among these are:

- The Admissions Office
- Academic Admissions Tutors
- Academic Heads of departments
- Strategic Planning and Projects Directorate

2.2 Ensuring consistency and implementation of policy

- 2.2.1 All those involved in the selection process are required to adhere to Goldsmiths' Admissions Policy and complete a compulsory training programme and commit to execute their responsibilities in a timely and professional manner.
- 2.2.2 The Admissions Office, in conjunction with academic departments, will provide ongoing training and will ensure those involved in admissions and selection processes are trained and have the authorisation to do so. Responsibility for ensuring consistency in the implementation of the Admissions Policy lies with the Admissions Office in conjunction with academic heads of departments and academic Admissions Tutors.

2.3 Informing, advising and guiding

- 2.3.1 We are committed to a pro-active approach to offering information, advice and guidance. Responsibility for ensuring clear, transparent and consistent communication of our programmes and their requirements on our website, published prospectuses and on external sites (such as UCAS) lies with the Student Recruitment department.
- 2.3.2 We recognise the importance of face to face advice (whether in person or virtually) and the value of visiting a potential place of study. Goldsmiths therefore commits to attending regular recruitment events at which potential applicants can meet experienced and knowledgeable staff who are actively and regularly involved in the admissions and recruitment process and who can properly assist applicants in choosing a place of study. These events may be virtual or physical events. In addition, Goldsmiths will arrange regular events on its own campus and will include Open Days, Applicant Days and Campus Tours which are published on our website.
- 2.3.3 The International Recruitment and Global Opportunities team works with a network of agents in key recruitment markets. They are subject to vetting, references and interview prior to being appointed, and contractually obliged to take part in a training schedule throughout the recruitment cycle. Contracts are maintained and reviewed by the International Recruitment Managers.

2.4 Setting entry requirements

- 2.4.1 Minimum entry requirements, both academic and non-academic (including competence in English language), for entry to Goldsmiths will be reviewed annually. These entry requirements will reflect Goldsmiths' commitment to ensuring fair access and assessing a student's ability to succeed on their chosen programme of study while seeking to enrich the community of the institution with those who are best placed to contribute to its intellectual life.
- 2.4.2 In addition, requirements that reflect the qualities, skills and knowledge required for specific programmes (or groups of programmes) are determined by the academic Admissions Tutor and academic Heads of Departments in consultation with the Admissions Office.
- 2.4.3 Responsibility for monitoring requirements and ensuring that entry requirements assist in identifying those most able to succeed on a given programme lies with the academic Heads of Departments, the Admissions Tutor(s) and the Admissions Office.

3 Review, implementation and monitoring

- 3.1 Responsibility for the institution's Admissions Policy, its implementation, review and approval lies with the Head of Admissions, reporting to the Academic Development Committee. The Admissions Policy will be reviewed annually by the Admissions Office in consultation with academic departments and representatives from the student body.

4 The application process

4.1 Information, advice and guidance

4.1.1 Goldsmiths is committed to the provision of high quality information, advice and guidance (IAG) on all aspects of the application and decision making process following the submission of an application. Furthermore, Goldsmiths is committed to providing information, advice and guidance that is attentive to the specific and diverse needs of individual student groups and that ensures the equality of educational opportunity and supports the recruitment of students from all backgrounds and experiences.

4.2 Application and assessment

4.2.1 Making an application

Applications to all full-time undergraduate degree programmes should be made via the Universities & Colleges Admissions Service (UCAS).

Applications for part-time undergraduate study are made directly to Goldsmiths using the MyGoldsmiths online application service.

Applications to postgraduate programmes are made directly to Goldsmiths using the MyGoldsmiths online application service (with the exception of postgraduate programmes in Social Work, which are made via UCAS).

Applications to the Postgraduate Certificate in Education (PGCE) and School Direct training programmes should be submitted via DfE Apply for teacher training.

Only fully complete applications containing all requested information and (where required) supporting evidence will be considered. Incomplete applications may delay consideration or lead to the withdrawal of the application from the process.

4.2.2 Applications for multiple programmes

UCAS, MyGoldsmiths and DfE Apply online application systems allow for applicants to apply to multiple programmes concurrently. Goldsmiths welcomes applications for multiple programmes and commits to assess these on the basis of standard academic and non-academic selection criteria alone; the applicant's decision to apply to more than one programme will never in itself inform a selection decision. It should be noted, however, that personal statements are considered carefully and an applicant's commitment and rationale for a given programme will often prove significant in the

selection process and for this reason applying to multiple programmes while retaining the same statement may impact upon a decision.

Goldsmiths does not permit applicants to firmly accept more than one offer. If an applicant receives more than one offer for an undergraduate programme they will be expected to identify their 'firm' and 'insurance' choice. For postgraduate programmes applicants will be expected to make one 'firm' reply, declining any other offers from Goldsmiths.

4.2.3 Applications for inbound exchange, The Turing Scheme and Study Abroad

Applications for inbound students to study on undergraduate and postgraduate programmes at Goldsmiths are made directly to us. In some cases, this is made following the successful nomination from partner universities and organisations under the terms of inter-institutional agreements and contracts.

4.2.4 Decision making

Decisions regarding admission to all programmes of study at Goldsmiths are made by fully trained, professional staff according to established entry criteria, applied uniformly and consistently, ensuring equal consideration of all applications received prior to any published deadlines.

The consideration of individual applications for centralised programmes normally takes place in the Admissions Office, where specialist admissions staff review the application on the basis of achieved and predicted qualifications, alongside the personal statement, reference and other relevant information. Where the applicant has non-standard qualifications or on occasions where the applicant narrowly misses the qualifications for the standard offer for a programme, the application may be referred to the Admissions Tutor for consideration. Applications for specialist undergraduate and postgraduate programmes where selection is based upon a portfolio submission or audition, will be considered by the Academic department and Admissions Tutor.

Goldsmiths will normally attempt to make its decision and communicate this to the applicant within 28 days of receiving the application, although applications to popular programmes and applications received at busy periods may take longer to consider. In such circumstances, or where interview, audition or a 'gathered field' approach to selection are in place which may delay a decision, applicants will be kept notified.

Applications are ordinarily considered on the basis of previous or predicted academic achievement, but because we believe in treating applicants as individuals, Admissions staff will look for a range of factors to demonstrate potential, which may include: previous academic performance; prior experiential learning; current courses of study (including non-assessed courses); quality of written work (as evidenced in a personal statement or sample essays); and assessment by referees. In addition, some programmes may assess applicants on the basis of information not available on the application form, including interviews, an assessment of a portfolio, the submission of writing samples and/or a written test.

In some cases, where Goldsmiths is unable to make an offer for an applicant's programme choice, an offer for an alternative programme may be made.

When successful, the conditions of an offer (if any) will be clearly communicated to the applicant, and where necessary will be supplemented with explanatory text. Any additional requirements of acceptance will be clearly communicated at the time of offer. Goldsmiths commits to setting conditions that are clear and achievable (based upon information provided in the application form), and to communicating these to the applicant promptly following an initial offer being recorded with UCAS, DfE or the online application system.

Goldsmiths will operate a guaranteed unconditional offer scheme for some undergraduate applicants. This scheme will allow well qualified applicants the security of a guaranteed place at Goldsmiths no matter what their eventual grades. To be eligible the applicant will undergo additional or alternative assessment in the form of interview or portfolio.

Our selection procedures are intended to provide opportunities to applicants and not present barriers to entry and for this reason we publish information, advice and guidance on many aspects of the application process (including on writing personal statements and attending interview) on our website: www.gold.ac.uk/apply.

We publish details of all entry requirements (including details of when a portfolio may be requested or interview offered) on our website.

4.2.5 Entry criteria, minimum requirements and typical offers

Academic departments can set entry requirements that are higher than those set for general entry but not below, in consultation with the Admissions Office. The responsibility for monitoring requirements and ensuring entry requirements assist in identifying those most able to succeed on a given

programme lies with the Head of Department and the Admissions Tutor(s), in consultation with the Head of Admissions.

In principle we consider any qualification at a suitable academic level (for undergraduate level this is identified as Level 3 or above in the Regulated Qualifications Framework for England, Wales and Northern Ireland or its equivalent in the Scottish Credit and Qualifications Framework). We work closely with professional advisory bodies in order to determine the equivalency of other UK, European and international qualifications and publish details of equivalent entry requirements on our website.

Goldsmiths welcomes applications for postgraduate taught programmes from appropriately qualified applicants, having normally achieved at least a second class honours degree (or equivalent qualification).

Entry criteria for each programme will be published on the programme's webpages and will include details of academic requirements, as well as details of any additional selection methods that might be used (for example, an interview, audition or the submission of a portfolio). Where appropriate additional guidance on non-academic requirements (such as advice on attending an interview or preparing a portfolio) will be made available via the programme's webpages as well as on our general website, here: www.gold.ac.uk/schools-and-colleges.

'Typical offers' online and in our printed prospectuses are published in order to provide an indication of a normal offer range. While we will not ordinarily make an offer higher than that published we do recognise additional experiential learning and take account of an applicant's individual circumstances and an actual offer may occasionally differ from that published.

4.3 Mitigating circumstances

- 4.3.1 Goldsmiths recognises that life events may sometimes impact upon academic performance and that the qualification achieved may not be a true reflection of academic potential. Goldsmiths defines mitigating circumstances as an unexpected or unavoidable event or illness which may have had a significant and adverse effect upon the final qualification received and full details can be found in our 'Extenuating or mitigating circumstance for applicants policy' on the Goldsmiths website.

4.4 English language proficiency

- 4.4.1 Applicants must be competent in English language. Applicants will be required to achieve one of a number of English language qualifications intended for academic purposes approved by Goldsmiths. The level required will be dependent on the programme of study to be undertaken, and will be published on the website. English Language certificates must be verifiable through an online service (e.g. IELTS) or else must be provided as an original certificate. English language qualifications must be within the validity period specified on the Goldsmiths website.
- 4.4.2 Full details on how our English language proficiency requirements can be met can be found on our website: www.gold.ac.uk/apply/alternative-english-language-requirements

4.5 Recognition of Prior Learning (RPL)

- 4.5.1 RPL is a process that enables students to receive formal recognition for skills and knowledge already gained that have not been previously assessed or awarded credit. RPL enables those who may be eligible to be exempt from having to complete all modules of a programme in order to be awarded a degree where life skills can be used to demonstrate appropriate level of skill and knowledge. RPL allows students to have that learning assessed and included within their degree.

4.6 Applications for advanced standing and for entry into Year 2 or Year 3

- 4.6.1 Goldsmiths will consider applications on their individual merits for direct entry into the second year of certain undergraduate degree programmes, where applicants have completed, or are due to complete, a year (or more) of study on a relevant programme. We will not consider such applications for some programmes and this will be made clear via the Goldsmiths Student Transfer page or via the UCAS Entry Profile. Entry into the third year will usually only be considered in exceptional circumstances, unless there is an approved institutional articulation agreement in place. Further information can be found in our Student Transfer Policy (<https://www.gold.ac.uk/transfer/>).
- 4.6.2 Applicants to certain programmes may be able to apply for 'advanced entry' after receiving an offer whereby compatible and relevant modules have already been completed at a different institution so an application is made to be exempt from doing particular modules within the degree applied for. These will be considered on a case-by-case basis.
- 4.6.3 Applicants are required to submit an application via the appropriate application method in order to be considered for either advanced standing or second/third year entry.

4.7 Contextualised admissions

- 4.7.1 We recognise that applicants have differing backgrounds and experience and that they do not all have an equal opportunity to demonstrate their potential. We aim to set academic achievement in context through the consideration of a range of factors. Where applicants are under the age of 25, Goldsmiths may use contextual information alongside applications in order to build up a full and rounded view of an applicant's achievement and potential. This additional information is considered by admissions decision-makers alongside the UCAS form. No decisions will be made on the basis of this information alone and applicants must meet our standard academic criteria to be considered for entry.

4.8 Progression and institutional agreements

- 4.8.1 Goldsmiths works to promote fair access and social mobility of students from under-represented groups through a number of progression agreements. The agreements aim to give targeted students the opportunity to participate in aspiration-raising and enrichment activities, increasing their ability to apply to and gain entry to leading institutions in the country, make informed choices about their higher education options and learn more about the benefits of studying at a world-class institution.
- 4.8.2 Furthermore, institutional agreements demonstrate the commitment of Goldsmiths to work with certain institutions and organisations by forming an agreement to enhance the standard admissions offer.

4.9 Interviews and auditions

- 4.9.1 Where applicants are to be interviewed, this requirement, as well as details on the conduct of the interview and any necessary preparation, will be clearly articulated in advance. Where programmes include interviews as part of their selection process this will be indicated on the relevant webpage. Goldsmiths will endeavour to provide applicants with at least 14 days' notice of the interview date and will, where possible, offer alternative dates or types of interview (for example a telephone or Skype interview). Applicants will also be invited to provide details prior to the interview of any reasonable adjustments that should be taken into consideration.

4.10 Portfolios and written work

- 4.10.1 Some programmes at Goldsmiths include the assessment of additional material as part of the selection process, for example the consideration of written work, a creative portfolio or a show-reel. Additional material may be requested as part of the initial application or requested at a later date following a short-listing process. Where the selection process includes the consideration of additional material this information will be published on the individual programme's web-pages. In line with Goldsmiths' commitment to operating an admissions process that is fair, transparent and inclusive we will, where possible, provide advice and guidance on how the material will be assessed, and how an applicant might choose to present their creative material.

4.11 Admissions tests

- 4.11.1 For popular programmes admissions tests may be used as part of the selection process. Admissions tests will normally be written tests that are timed and unseen and may be either paper based or conducted online. Where an admissions test will form part of the selection process this will be indicated on the programme's webpages. Admissions tests will normally be held at Goldsmiths and applicants will be formally invited by letter or email and will be provided with details on the format of the test along with any necessary preparation. We will endeavour to provide applicants with at least 14 days' notice of the test date.

4.12 Advance fee payments

- 4.12.1 International applicants will be required to pay an advance fee payment to secure their place on the programme. Details of this will be emailed once an offer of a place is made. Where a study visa is required the deposit must be paid prior to the start of the visa process. The definition of 'international' is subject to UK legislation and guidance from the UK Council for International Student Affairs (UKCISA).

4.13 Meeting offer conditions, confirmation, clearing and adjustment

- 4.13.1 Goldsmiths will confirm an applicant's place on a programme once they have met all the conditions set out in their offer. For postgraduate programmes (including PGCE's), and for undergraduate programmes where applicants present qualifications other than A-levels (and any other qualifications published under the UCAS embargo), this will take place following the applicant's submission of evidence that all conditions have been met including original qualification certificates where requested. For undergraduate programmes where applicants are taking A-levels confirmation will normally take place following the end of the UCAS embargo period, on A-level 'results day'. Where results are embargoed no confirmation decision will be relayed to an applicant without confirmation that the applicant has received their results.
- 4.13.2 Undergraduate programmes that have the capacity to continue recruiting students following the confirmation of results may choose to enter Adjustment and Clearing.

4.14 Deferred entry

- 4.14.1 Goldsmiths welcomes applications for admission for the following year for most programmes. We also understand that an applicant's personal circumstances may necessitate a change to their intended year of entry. Admissions staff will consider deferred applications using the same selection process as for applicants for the current year. We will normally only defer an offer of a place for one year. Applicants wishing to defer a place for a second year will be required to submit a new application. Postgraduate students wishing to defer a place should make the request to the Admissions Office who will confirm this with the relevant Admissions Tutor. Please note, Goldsmiths cannot guarantee the exact same programme content in the case of a deferred application. Applicants will be contacted to confirm that they have checked the most up-to-date programme information on our website and still wish to accept their place in the spring before they start. Only unconditional offers can be deferred so applicants must still meet the conditions of their offer to be able to defer their place.

4.15 Documentation verification and fraud

- 4.15.1 An offer of a place at Goldsmiths is made on the basis that the information provided both in the application form and any supplementary information is true and accurate. Where an applicant is suspected to have provided incorrect or false information, further details will be sought by the Admissions Office. Full-time undergraduate applicants suspected of submitting, or found to have submitted, false information will be additionally referred to UCAS to be dealt with under UCAS regulations. In the case of international applicants, details may also be passed to United Kingdom Visas and Immigration.
- 4.15.2 Undergraduate applicants who have been identified by the UCAS Similarity Detection Service will be contacted by Goldsmiths and afforded the opportunity to explain any similarity in their application. At the discretion of the Admissions Officer and Admissions Tutor applicants may be invited to submit a new and original personal statement.
- 4.15.3 Applicants may be required to show hard copy original documentation of qualifications listed in the application upon which the decision to offer a place was made. Goldsmiths may accept soft copies but this is at the discretion of the institution.
- 4.15.4 Goldsmiths reserves the right to withdraw an offer of a place and/or cancel an enrolment if fraud is discovered following an applicant receiving an offer.

5 Feedback on applications

- 5.1 Goldsmiths recognises the need to respond to an applicant's request for information as to why their application was deemed unsuccessful. The Admissions Office will provide feedback on an individual basis in response to receiving a formal request from the applicant within 28 days of the request.
- 5.2 Any applicants wishing to appeal against a decision in light of their feedback should refer to the complaints procedure. Further details can be found in the Goldsmiths Feedback, Appeals and Complaints (pre-enrolment) Policy.
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6 Policies and Procedures specific to particular applicant groups

6.1 Applicants under the age of 18

- 6.1.1 Goldsmiths has a duty of care towards all its students and staff. In the case of students who are under the age of 18 years, this duty is enhanced, as such students are considered to be children in terms of UK law. In order to ensure that its duty of care towards such students is properly fulfilled, Goldsmiths recognises the importance of collecting and maintaining emergency contact information.
- 6.1.2 Goldsmiths full policy on the admission of students under the age of 18 can be found in the Goldsmiths Policy for the Admittance of Students under the Age of Eighteen policy: <https://www.gold.ac.uk/governance/policies/>.

6.2 Care leavers and estranged students

- 6.2.1 Goldsmiths is committed to widening access to care leavers. We define a care leaver as a young person (aged 16-25) who has been in the care of local authorities for a period of 13 weeks or more. We also recognise kinship care – the care of children by relatives (including distant relatives) and family friends. We have pledged to give extra consideration to those students who self-identify as care leavers in their UCAS application. We will also contact all care leavers who have been made offers to ensure they are aware of the range of support that we can provide.

6.3 Applicants with disabilities or specific learning needs

- 6.3.1 Goldsmiths welcomes applications from applicants with disabilities, which includes those with specific learning difficulties and long-term health conditions, and is committed to a policy that allows, as far as possible, for equality of opportunity and access to higher education. No discrimination on account of disability shall be shown against any person in determining whether or not they shall be admitted to Goldsmiths and we recognise the need, under the terms of the Equalities Act 2010, to make reasonable adjustments throughout the admissions process to accommodate the needs of any applicant who has declared a disability.
- 6.3.2 Applicants will be provided the opportunity throughout the admissions process to request reasonable adjustments, which can include, but are not limited to: additional time in admissions tests; an accessible interview space; the provision of a BSL interpreter at interview; and extra consideration of factors that may have impacted upon prior academic performance.
- 6.3.3 Goldsmiths welcomes visits from its applicants and encourages its students with disabilities to contact the Student Support Services (Disability) team at the earliest opportunity to discuss any requirements in more detail. We can also arrange tours of Goldsmiths with experienced staff to discuss access issues.
- 6.3.4 See www.gold.ac.uk/students/disability-support for further details.

6.4 Applicants declaring criminal convictions

- 6.4.1 Applicants applying for a programme which has fitness to train requirements (see <https://www.gold.ac.uk/fitness-to-train/>) will be asked to disclose all relevant convictions at the application stage. For these programmes, involving interaction with children and/or vulnerable adults, applicants must disclose all offences as no offence is ever considered spent other than those which are protected. Applicants with declared criminal convictions will be assessed in the first instance on the basis of standard academic and non-academic selection criteria. If it is recommended that an offer be made, further investigation of the relevance of the criminal conviction(s) will be carried out before the final decision is made.
- 6.4.2 For all programmes, applicants with License conditions which may impact their enrolment at Goldsmiths will be asked to disclose these conditions in line with the Goldsmiths Criminal Declaration by Applicant Policy.
- 6.4.3 Applicants who require a UKVI visa to study in the UK, will be asked separately to declare any relevant convictions.
- 6.4.4 Goldsmiths seeks at all times to operate procedures that are fair and are in accordance with the law of the United Kingdom. Goldsmiths' Criminal Declarations by Applicants Policy (CDAP) establishes the process by which applications from individuals who have declared criminal declaration are handled by the institution and can be viewed on our website.

6.5 International applicants

- 6.5.1 Goldsmiths welcomes applications from prospective students from outside of the UK. These students will be considered using the standard processes for application consideration. We will consider the equivalency of international qualifications using the UK NARIC framework and other information sources and full training is provided to Admissions Office staff in assessing qualification on equivalency. International applicants who have completed qualifications in a language other than English will have to prove their English language proficiency. Details for this can be found in section 4.4 of this policy. Many students will be subject to additional process requirements and minimum English language requirements as a result of immigration policies and procedures. All offers are made subject to meeting UKVI requirements to take up a place of study in the UK and Goldsmiths are legally required to follow these requirements.

6.6 Refugees and asylum seekers

- 6.6.1 Goldsmiths welcomes applications from those who have been granted refugee status or are in a 'refugee like situation' and understand that additional procedures will need to be followed where documentation is not available or available in a limited way. We will consider these applications on a case-by-case basis.

6.7 Applicants with a Trans* identity

- 6.7.1 Goldsmiths welcomes applications from students with a trans* identity or transgender history.
- 6.7.2 For purposes of clarification, trans* is used in this policy as an umbrella term to encompass a number of diverse ways in which people personally experience their gender. Goldsmiths has both legal and moral responsibilities to ensure trans* applicants are effectively supported, during the application process, and to ensure that no discrimination on account of gender identity shall be shown against any person in determining whether or not they shall be admitted to Goldsmiths. The University recognises the right of every individual to choose whether to be open about their gender identity (and history) and when individuals disclose this information to the university, it will be treated with the utmost sensitivity.
- 6.7.3 Contact the Admissions Policy and Fair Access Manager for further details or email admissionsconfidential@gold.ac.uk.

7 Changes to and discontinuation of programmes

- 7.1 Goldsmiths will strive to minimise any changes to programmes once applications begin to be processed for the next intake date. However, sometimes changes are unavoidable and in these circumstances the Admissions Office will notify applicants as soon as possible if there is a significant change to a programme of study after the receipt of application. Significant changes may include:
- Substantial changes to the content of the programme applied for;
 - Changes regarding the status of the programme (e.g. validation by a professional or statutory body);
 - Discontinuation of a programme of study.

- 7.2 Applicants will have the opportunity to withdraw from their acceptance if desired and to have any monies already paid to Goldsmiths refunded.
- 7.3 Further information can be found in the Admissions terms and conditions publication.
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8 Appeals and complaints

- 8.1 Goldsmiths is committed to providing a fair and efficient admissions service, and encourages applicants to inform the institution of any difficulties encountered during the admissions process in order that procedures can be regularly reviewed and improved. It is hoped, therefore, that most queries and complaints can be resolved informally, but where this is not possible, applicants are advised to follow the complaints procedure outlined in the Feedback, Appeals and Complaints (pre-enrolment) Policy.
- 8.2 A complaint is defined as a statement of dissatisfaction with the manner in which an application has been handled in relation to the institution's admissions policies and procedures. The reasons for such a complaint will include administrative error, the behaviour of a member of Goldsmiths staff, the conduct of an interview (where applicable) or the result of a fee classification. Whilst we will routinely consider all complaints that relate to the administration of an application, we will not consider appeals based on dissatisfaction with the academic judgement underpinning a decision made on an application.
- 8.3 A complaint should be lodged in writing as close as possible to the point at which it arises and always within 14 days of the relevant activity.
- 8.4 Contact details for all Admissions staff can be found on our website: <http://www.gold.ac.uk/staffdirectory/>
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9 Related policies

- 9.1 The Admissions Office has a number of related policies and procedure documents to aid in the fair and transparent handling of all applications and to provide the best experience to our applicants. These include:
- Criminal Declarations by Applicants Policy and Procedure
 - Student Transfer Policy
 - Feedback, Appeals and Complaints Policy
 - Extenuating or mitigating circumstance for applicants policy

- Goldsmiths Access and Participation Plan
<https://www.officeforstudents.org.uk/advice-and-guidance/the-register/search-for-access-and-participation-plans/#/AccessPlans/>

9.2 Further details can be obtained from the Admissions Office.