



Admissions Policy

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1. Introduction

The College is dedicated to providing an admissions process that is fair, transparent, and gives all applicants equal opportunities. The College accepts applications from people regardless of their background and actively promotes applications from communities that are under-represented in further and higher education, particularly those who may face disadvantages and barriers to higher education.

2. Purpose and Scope

The Admissions Policy helps staff, students, and stakeholders understand the College's approach to admitting students into Higher Education courses.

This policy includes admissions for local students only. The College is committed to offering higher education opportunities to all potential students. This may include first-generation university students, individuals from low-income households, those from minority backgrounds, mature students (21 years or older upon university entry), and individuals with declared disabilities.

The College aims to attract appropriate students and prepare them for academic and career success, including finding a new job, gaining promotion or starting their own businesses.

3. Our Commitment

- The College aims to recruit a diverse student body to foster inclusivity. We welcome applicants regardless of factors such as age, marital status, race, nationality, ethnic or national origin, sexual orientation, religious beliefs, disability, family circumstances, and parental status.
- The College particularly aims to provide opportunities and support to under-represented groups, working towards reducing barriers to education.
- Applicants will receive the support and information they need to make well-informed decisions before joining a course at the College.
- They will be informed about the entry criteria for the course they wish to apply and informed about whether or not they meet the criteria.
- We provide courses for all levels, and applicants who are not able to meet entry requirements for higher level course, can be admitted into English and Maths courses we provide at entry levels.
- The entry level courses are designed to provide you with qualifications that meet the entry requirements of the higher-level courses we offer.
- For mature students (21 years or older), applying for higher level courses we offer, work experience can be considered as a valid substitute for formal qualifications. However, applicants may need to pass an English test as well. This could be the Trent Education Centre's own English Test, or an English Tests provided by a recognised awarding body such as Pearson or NCFE.

4. Admissions Quality

TEC aims to provide a consistent, fair and comprehensive admissions system in line with the following practices:

- The Marketing and Business Development Committee advises the Senior Management Team regarding any business-related decisions involving the application, selection and admission of students.
- All entry requirements (as detailed in this Admissions Policy) must be published on the TEC website and included in promotional materials for courses. Guidelines set by awarding bodies, awarding partner organisations and the College's own academic policies and procedures are followed.
- The College's entry requirements require an academic pre-assessment to determine whether or not applicants meet the entry requirements for the chosen programme. The academic interview is conducted by a qualified person in order to determine if the applicant has sufficient knowledge, background and potential to complete the programme successfully and comply with the programme's demands.
- Applicants from Non-Majority English speaking countries who do not have relevant qualifications (e.g., GCSEs, IELTS, Duolingo, Pearson, NCFE, BKS B) will be required to pass an English language level placement test and interview before being granted admittance onto a course of study. (Qualifications such as Level 2, GCSE or equivalent are mandatory for students under 21 years of age). This does not apply to students applying for Functional Skills English and Maths courses
- All selection procedures follow the Equality and Diversity Act 2010.
- Applicants are judged on the basis of their academic achievement/background, work experience, commitment and their potential.
- Admissions staff are required to attend training seminars and workshops, to keep up to date with the latest guidelines and policies. Staff may also attend various seminars conducted by accredited government and educational organisations. (e.g., Home Office, Study UK, Pearson/Edexcel, partners, SLC, HESA, etc.).
- Admissions staff are required to review the Admissions Policy and Procedures on an annual basis and must update them any time there are changes that need to be implemented such as new government legislation or awarding body regulations. Regular monitoring of the policies and procedures is required on a quarterly basis to ensure the admissions team is compliant with any UK government or awarding body requirements.
- The Admissions Policy and Procedures are available on the TEC website
- The Admissions Policy and Procedures includes handling admissions complaints and appeals about recruitment, selection and admissions that are fair and accessible.
- Appeals and complaints procedures are conducted in accordance with the College's Complaints and Appeals Policy.
- In accordance with CMA requirements, Admissions staff email full information to prospective applicants to allow them to make an informed decision about a programme of study at the point of their enquiry and their application.

- Further to CMA rules (for Higher Education Provider/and Consumer Law), at the point of receiving an enquiry about a programme, the Admissions staff must send or direct students to the source of all relevant information. This may include sending them a link to the webpage which contains all relevant course documentation, or they may need to send some documents as an attachment or in hardcopy to prospective students so they can make an informed decision on the chosen programme and will know what to expect from College. The required documents that need to be sent to students include:
 - Course information (content and structure)
 - Tuition fees
 - Terms and Conditions
 - Student Handbook
 - Attendance Policy

5. The Admissions Process

5.1. Stage One: Making Contact

The College admissions process initiates when an individual reaches out to the College's Admissions staff. The applicant applies through expressing interest via email, the College website, or by completing an application form. In such cases, a member of the Admissions team will reach out to the applicant, ensuring they understand the nature of their application, verifying eligibility, and inviting them to visit the College in person to finalize the application.

Otherwise, a local UK student may personally visit one of the College's delivery sites. During their visit, they will be scheduled for an appointment with a member of the Admissions team. This meeting aims to give all information about the anticipated course, assess eligibility, and all the information about fee, student loan and funding if relevant and kickstart the application process if the student decides to proceed.

5.2. Stage Two: Documentation

All students are invited to bring all required documents. For students planning to apply for student loan or funding, their documents check must be done in a face-to-face setting. After they complete the application form, Admissions staff will ask for hard copies of the following documents:

- Identification: e.g., valid passport
- Proof of settled status or valid visa document
- Proof of address in the UK. This must be a bill or a bank statement within the last three months, not a driving license
- Qualifications
- Employment reference or customer references for self-employed emailed to TEC (TBC)
- Personal reference (this may be accepted as a last option in some cases)
- CV and Personal Statement and/or Enhanced Work Experiential Form

The Admissions team take all the documents from students and keep a scanned copy within the department on the College's password-protected management information system. See the College's Data Protection Policy for details about the protection of personal data of applicants.

The College will check the validity of the documents presented by the applicants for any sign of modification and will check the personal details on certificates against those in the passport. The College aims to take reasonable steps to check that they are genuine documents; they do not cover any modifications related to the applicant. Where there are any doubts about the authenticity of the documents further checks will be made through the issuing authority. Evidence of further checks will be placed on the applicant's file. The College may engage qualification-checking services to ensure the authenticity of the certificates provided.

If a certificate is not a UK certificate, the College will use the ECCTIS (Formerly UK NARIC), products for verification of equivalency or check with the issuing institution, if required, and store the document in the individual files and on the College's computer system.

Mature students with relevant work and/or life experience can apply without having UCAS points from a recognised qualification. The College may require students in these cases to submit the following evidence of work experience in the UK.

Mature route students need to arrange an email reference from their employer to be sent to the TEC admissions email address admissions@trenteducation.co.uk Self-employed students need to give two customer references via email or by any means which can be checked by the TEC admission team.

5.3. Stage Three: Academic Interview and English Test

5.4. Academic Interview

Interviews must be conducted by dedicated staff who have been trained to carry out interviews by Senior Staff with experience of conducting the interviews. Staff appointed to carry out academic interviews for courses from L1 to L3 must have a minimum BA (Hons) degree in a relevant subject. Staff appointed to conduct academic interviews for courses from L4-L7 must have a minimum of a Master's qualification in a relevant subject.

All students must pass the academic interview to make sure they are suitable for the course they wish to study. The interview includes the following:

- Confirming the applicant's identity (and recording; screenshot vs ID)
- Asking questions about their intentions to study, their personal background, education and work experience if relevant (recorded on an application form)

5.5. English Language Test

Applicants who do not have GCSE level 2 IELTS 5.5 or qualifications from a majority English speaking country can provide evidence of passing Cambridge, Duolingo, Basic Key Skills Builder (BKSB), NCFE or Pearson English Tests. Trent Education Centre is able to offer students the BKSB, NCFE, Pearson or Duolingo Test at any of the TEC Study Centres.

Students who do not wish to take one these tests, may instead take the TEC English language placement test for writing, reading comprehension, speaking and listening, as long as this meets the criteria for any partner organisation the College is delivering for.

For students who need to pass the English test, the interviewer will complete the following during the academic interview:

- A discussion about their written test (given to the student before the interview)
- A reading comprehension test in front of the interviewer

The candidate must meet the English language level requirement in order to be accepted into a course. The following table gives a general indication of English language entry requirements, but these may differ according to the awarding organisation that the College is in partnership with for a particular programme.

Level of Course Applied for	Minimum overall score		
	CEFR*	IELTS	Individual IELTS elements: Reading, Writing, Speaking and Listening
Level 3	B1	4.5, 5, 5.5	4.5
Level 4-6	B2	6, 6.5	5.5
Level 7	C1	7, 7.5	6

*Common European Framework Reference (CEFR)

Students from majority English-speaking countries, whose first language is English or who have relevant qualifications (e.g., GCSEs or IELTS) are not required to take the English language level placement test.

5.5.1. Disabilities

Students are requested to declare a disability or special need when they complete their application form. Students with disabilities or special education needs are encouraged to apply for a course at the College and the College will aim to make reasonable adjustments to accommodate them. The Application form asks students to disclose any disability or special educational need they may have. This information is passed to the **Student Support Manager (Registrar)** who will ensure that all steps are taken to support and accommodate the student's needs at the College.

5.6. Stage Four: Enrolment and Registration

5.6.1. Enrolment Process

After a student has been accepted into a course, their information is forwarded to the Student Support Manager (Registrar) for enrolment. Enrolment information, along with an electronic form from their respective awarding body, will be sent to all students before the course start date. It is compulsory for applicants to complete their enrolment at the College within the timeframe stated by the awarding body. The Student Support Manager (Registrar) will be in regular contact with the student to support the student to complete enrolment so that their status changes from **Offer** to **Enrolled** status. If the student fails to enrol with the awarding body, the application is either deferred to next intake or cancelled.

5.6.2. Student Finance Eligibility

Students who are eligible for student finance for designated L4-L6) courses, or funding from the Adult Education Budget (AEB) for designated L1-L3 courses, will be subject to TEC's terms and conditions or the TEC partner's terms and conditions if relevant. Those students who are not approved by student finance within the required timeframe (in line with relevant terms and conditions) will have their applications cancelled or may if they wish, be deferred to the next intake. If deferred, students will need to meet the admissions criteria at the time of application, which may differ from the criteria they were required to comply with in their previous application.

5.6.3. Student Support Manager (Registrar) Checklist

The following documentation (not for international distance learning) must be completed before the student can complete the enrolment process:

- Students are required to provide proof of address in the UK
- Students are required to provide original passport/visa and original academic transcripts/certificates, or employment/customer references
- Students' passports will be compared with the copy of the passport they sent to the College.
- No student will be allowed to enrol at the College until a valid passport/ birth certificate/ID is produced during the Admissions or Enrolment process
- All the above documents will be filed together with all the documents received at the point of application
- If required by a partner organisation, their Personal Statement, CV and Enhanced Work Experience Form
- Interview and test documentation with evidence of passing the Academic Interview
- If relevant, evidence of meeting the English language level entry requirement, either with the TEC English language test, or an approved certification (BKBS, Pearson, NCFE, Duolingo) if required

Students will be told that they must keep their contact details up to date. These will be frequent in a student declaration form which the student is required to sign on induction day, and which also includes a signed confirmation from the student that they will comply with the College's requirements for attendance and engagement. A copy of the declaration will be kept in the student's file.

6. Entry Requirements for ATHE Level 4 and Pearson BTEC Higher National Diplomas L4/5

Applicants should have one of the following qualifications:

Qualifications
GCSE passes at grades 'A to C' including English Language and a minimum of one A Level at grades 'A' to 'E'
A BTEC Level 3 Certificate or Diploma
An Access to Higher Education Certificate awarded by an approved further education institution
A recognized Foundation Programme L3
College-recognised certificated learning equivalent to the above, such as the International Baccalaureate.

Where possible, Trent Education Centre uses the ECCTIS (Formerly UK NARIC) to determine equivalents to GCSE and A level qualifications.

If applicants who are 21 years or more have none of the required qualifications, they normally require two or more years of work experience at a managerial, supervisory or administrative level relevant to the programme applied for. This must be evidenced via the following:

All of the following	One of the following
A personal statement	Employment contract showing continuous employment
Work experience form	Employment reference can be provided in place of a contract to show continuous employment
Successful interview	For self-employed, customer references or company registration documentation and UTR documentation along with two years of tax returns

An applicant may be eligible to join an HND programme if they have previous learning that satisfies the learning outcomes and assessment criteria for the course they are interested in, normally with 90 credits (subject to syllabus studied previously). It is the applicant's responsibility to demonstrate this with objective evidence.

In addition to the above, prospective students who are not from a non-majority English speaking country and do not have GCSE English Language at grades A to C or IELTS 5.5, are required to take the TEC English language test and achieve the following:

Level of HND Course Applied for	Minimum overall score		
	CEFR*	IELTS Overall Score	Minimum individual IELTS elements for : Reading & Writing
Level 4/5	B1	5.5	5.5

*Common European Framework Reference (CEFR)

Students who do not meet the required standard of English in the assessment, will be offered an English language course to help them improve their English to the necessary level to gain admission to the next available intake.

Every application is considered on an individual basis.

6.1. Application Approval

Admissions staff will review the application at this stage by asking the following questions:

- Is the applicant suited to a particular course, taking account of the information obtained in the steps above?
- Are there any factors, (physical or mental) which require reasonable adjustment in the delivery of the course?
- Is there a criminal record which may influence the offer?
- Does the applicant otherwise meet the entry requirements?

Applicants will be formally informed of the decision to accept or reject their application.

6.2. Acceptance of the Offer

After the application has been assessed and the applicant qualifies to start the course, the Admissions staff will check their file to ensure all the applicant's details are recorded correctly. Once an applicant has been accepted into a course a **conditional offer letter** (pending final approval by the partner organisation if relevant) is issued by the Admissions team. The decision to give final approval for acceptance onto a course (unconditional offer letter) is at the decision of the partner.

7. Induction

Applicants must normally attend an induction before they can start their classes. The induction will usually include the following:

- Welcome and introductions to key members of the staff
- Information about College
- Information about any partner organisation or awarding body
- Information about their course includes:
 - academic calendar
 - course design
 - module/unit content
 - teaching methods
 - assessments
- Progression routes
- Workshops, additional support & welfare
- The virtual learning environment (VLE)
- Learning resources
- Student engagement & the student committee
- Key policies and procedures including the Student Code of Conduct, Safeguarding and PREVENT
- The Learning Agreement
- Induction Feedback

On the induction day, students must complete a personal information form. This includes:

- Health Form
- Personal/ emergency contact details
- Induction feedback form

8. Cooling off period

After joining the induction, students can begin their classes. They have a 14-day cooling-off period from the start of classes, during which they can withdraw from the course without any penalties. Once this period passes, regular attendance is expected. Usually, within three weeks but no later than 28 days from the course start date, students are registered with the relevant awarding body (e.g., Pearson). Student loan funding (SLC) applications must be completed by the deadline set by the respective awarding body.

9. Late Starters

For courses run by Trent Education Centre there are no late starts for students. Some partner organisations may permit late starts for students and in that case, we will follow their policy.

Only students who have received an unconditional offer letter from TEC or the relevant partner organisation will be invited to attend classes. TEC will provide catch-up classes for students who are not able to start the course in the first two weeks because they are waiting to receive their unconditional offer from the partner. Students will be offered a deferral to the next intake date if they do not receive an unconditional offer from a partner organisation within two weeks of the start of the programme.

10. Compliance

Within the first month of study, student attendance is recorded and sent to relevant bodies by the Student Support Manager (Registrar)'s office. This aims to ensure that students are engaging with the course and complying with the requirements of relevant bodies, such as the student loans company for home students receiving or applying for a student loan.

Copies of all student documents will be signed and dated and placed in the student's file by Student Support Manager (Registrar).

The file should clearly state:

- Offer and enrolment letter
- Copy of passport/ID/visa expiry date
- Academic transcripts/ certificates
- Induction pack/ Learning Agreement
- Attendance records
- Academic progress/ Grading reports
- Proof of address
- Change of circumstances form where applicable to be filed
- Other necessary information as required for student record submission.

11. Paying for your Studies

Students may cover the costs of their studies through different funding sources. You may be **self-funded**, which mean you will pay the fees and your maintenance costs yourself. You may be **sponsored**, which means you may have someone like you employer who agrees to pay your course fees for you. Thirdly, you may be eligible to receive a government **grant or loan** to cover the costs of your fees and maintenance. Finally, you may be eligible for the limited number of Scholarships and Bursaries the College offers to deserving students.

Please contact our Admissions Team admissions@trenteducation.co.uk on order to enquire about your eligibility and how you can apply for grants, loans, scholarships and bursaries to support your studies.

12. Scholarships & Bursaries

The College welcomes eligible candidates to apply for a scholarship or bursary to help them fund their studies. The College sets aside £100,000 per annum for scholarships and bursaries. Funds for Scholarships and Bursaries will be provided to applicants on an individual basis. Once the fund has been spent for the academic year, students will not be able to apply until the next academic year. Please ask the Admissions Team admissions@trenteducation.co.uk to see if there are funds available for Scholarships or Bursaries in the current academic year before submitting your application.

12.1. Scholarships

The TEC scholarship programme is for students who can demonstrate that they have made outstanding achievements either academically, in their work, sports, arts or music. We will consider offering scholarships to cover the full costs of study to eligible applicants with evidence of outstanding achievements.

12.2. Bursaries

The College also offers the opportunity for students from low-income backgrounds to apply for a Bursary that will contribute towards the cost of their studies at TE.

12.3. Eligibility and Application Process

We offer Scholarships and Bursaries for all our fee-paying courses. Anyone applying for a Scholarship or Bursary must meet the entry requirements for the course and must complete the usual application process.

Request for a scholarship or bursary should be sent to admissions@trenteducation.co.uk along with a 500-word essay explaining in English why you should be a TEC Scholarship Student, or why you should be considered for a Bursary. Applicants for a Bursary may be required to provide evidence that they cannot finance the course themselves.

You must submit your request for a Scholarship or Bursary at least one month before the term starts. Your request will be considered by the Senior Management Team (SMT) and you will receive their decision two weeks after you have sent your request.

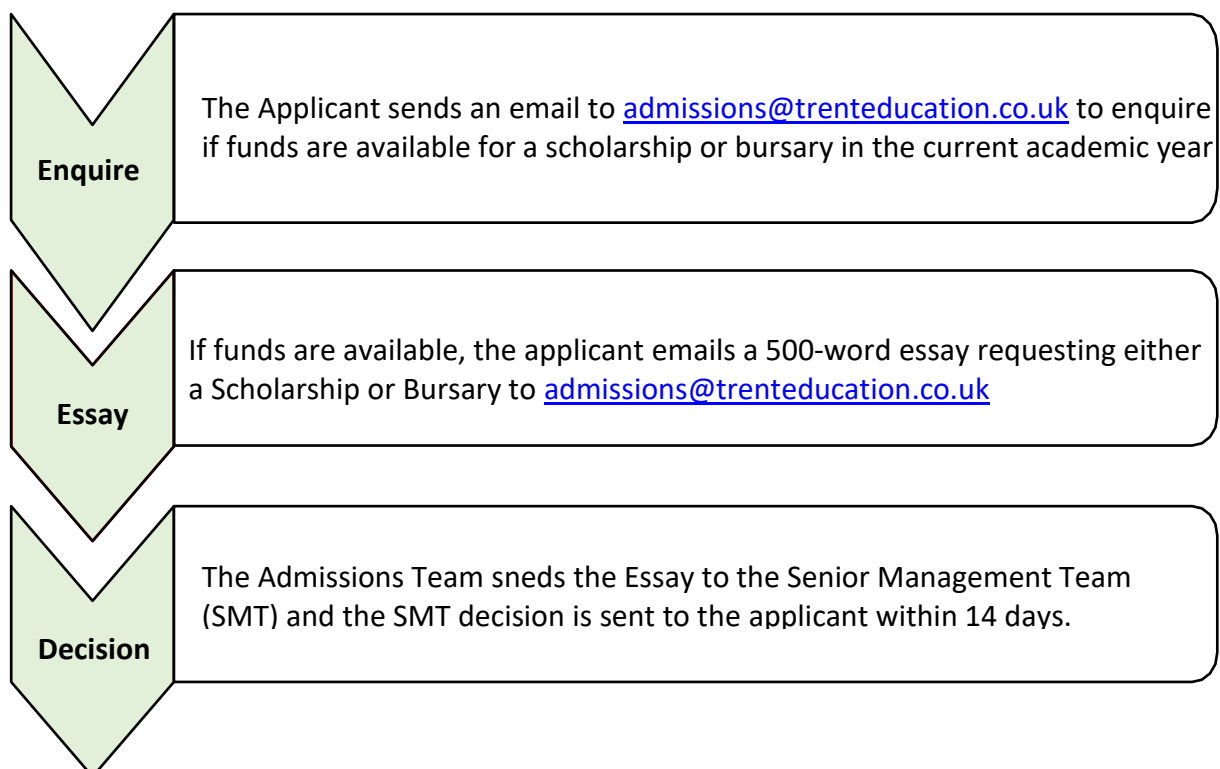
12.4. Criteria for Offering a Scholarship

- The applicant meets the entry requirements for the course.
- There are still funds available for the current academic year (please check this first)
- The applicant has been able to communicate effectively in their 500-word essay that they made an outstanding achievement in a particular field
- Three members of the SMT including the Chair need to agree before a Scholarship can be approved

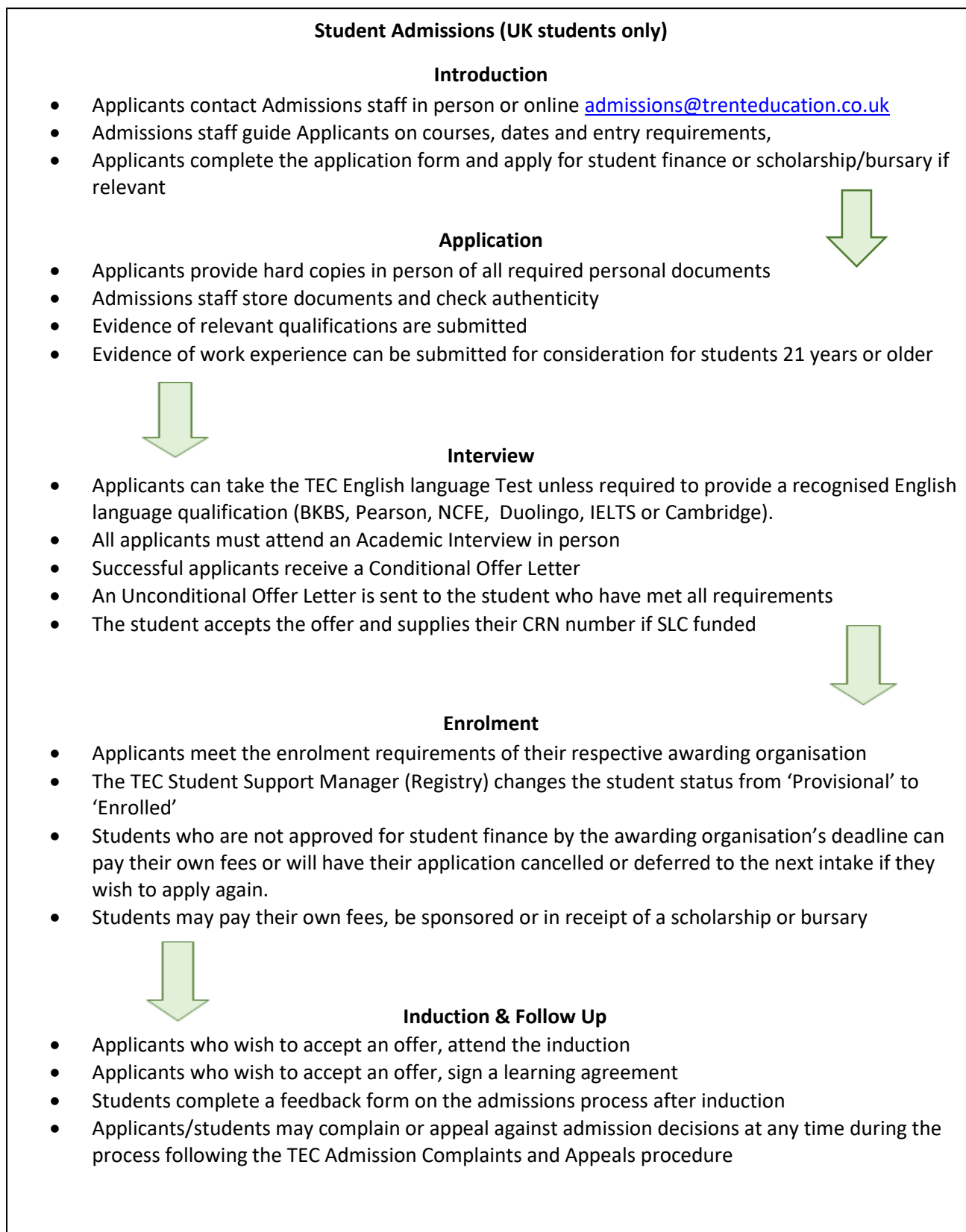
12.5. Criteria for Offering a Bursary

- The applicant meets the entry requirements for the course.
- There are still funds available for the current academic year (please check this first)
- The applicant can produce evidence upon request that they cannot finance the course themselves
- The applicant has been able to communicate effectively in their 500-word essay why they wish to join the course they are applying for and how it will help them to improve their life-chances.

12.6. Scholarships and Bursaries Flowchart



13. Admissions Flow Chart



14. Admissions Complaints and Appeals

14.1. Scope

If a Learner/student wants to make a complaint against a staff member or their application experience at the College, or if an unsuccessful Learner wishes to appeal the admission decision, they should follow a three-stage process outlined in the College's Complaints Policy. In this process, the complainant/appellant should replace 'student' with 'applicant' and adhere to the same procedures. This confirms consistency and fairness in addressing admissions-related complaints and appeals.

14.2. General Principles

The College aims to reflect on all admissions complaints and appeals and achieve a fair and timely resolution in all cases.

All complaints and appeals in relation to Admissions should be examined at the appropriate stage, and all the inquiries should be conducted sensitively with due respect to the rights and confidentiality of the complainant/appellant and any member of staff involved.

Where a member of staff is named in an admissions complaint/appeal, he/she should be informed of the nature of the complaint and given the opportunity to discuss the issue and, where appropriate, deal with the complaint directly.

The outcome of a complaint/appeal should normally be made known to any staff involved including the complainant.

14.3. Making an Admissions Complaint or Appeal

An admissions complaint or appeal can be made in person by an applicant verbally to a member of staff or by using the College's complaints email: complaints@trenteducation.co.uk

All admissions complaints and appeals are received by the Student Support Manager (Registrar), who records them and forwards them to the relevant staff. All information relating to the appeal or complaint about admissions is carefully documented by the Student Support Manager (Registrar) on the Complaint Log Sheet. This includes the College's answers, resolution and any further correspondence. This paperwork guarantees that the records are kept complete and structured.

It is anticipated that the majority of admissions complaints/appeals can be resolved satisfactorily on an early and informal basis. Initial complaints/appeals are progressed as a stage 1 complaint.

If an applicant is not satisfied with the decision of the College following their initial admissions complaint/appeal, they may go to Stage 2 and submit a formal admissions complaint or appeal using the [complaint/appeal form](#) on the College website.

If the applicant is still not satisfied with the outcome of their formal admissions complaint/appeal, they may request a review that will be conducted by the Admissions Committee. Their decision will be final. The applicant will receive a Completion of Procedures Letter from the College and they may take this to the Officer of Independent Adjudicator (OIA) if they are not satisfied with the final outcome.

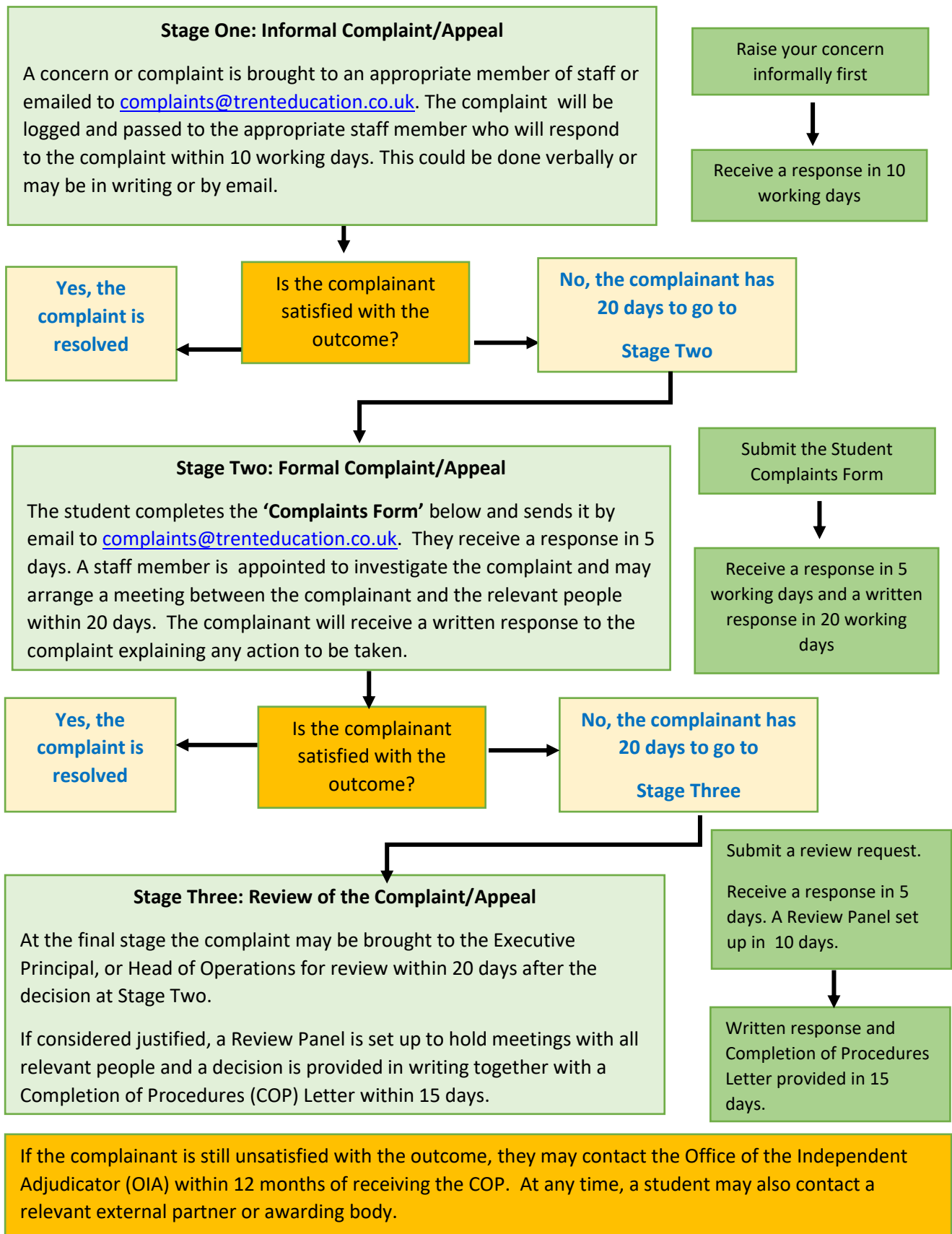
At any stage after the initial attempt at early resolution, the applicant may go to the relevant awarding organisation and complain. This may be one of the College's university or college partners or the Pearson awarding body.

Please see the College's full Complaints and Appeals Policy and the Complaints/Appeals Flowchart and Complaints/Appeals Form below.

15. Complaints & Appeals

All applicants are provided with a [link](#) to the College's Complaints and Appeals Policy, where they can make a complaint or appeal against an admission decision.

15.1. Flow Chart of Complaints/Appeals Procedure



16. Complaints and Appeals Form

Access the Complaint Form [Here](#)

Who can use this form?

Anyone applying to study at the College. A complaint submitted by a third party will not be accepted unless accompanied by written authorisation from a student. Anonymous complaints will not be accepted.

What is this form for?

This form is used to submit a formal complaint about a service you have received from the Trent Education Centre. (Complaints can also be raised informally if you would prefer to take this course of action. If have already raised an informal complaint and you are unhappy with the way your complaint has been handled informally, or if you do not feel that informal resolution is appropriate, please complete this form.)

*Regardless of any other representation, complaints only become formal when a **fully completed Complaint Form** has been received.*

Complainants are advised to exercise caution regarding use of language and avoid personal abuse as anything appearing in this form will be disclosed to the subject of the complaint during any investigation.

What will happen next?

Once you have submitted this form, the following process will take place:

- An investigating Officer will be appointed within **5 days** of receipt of the Complaint Form.
- You will be asked to meet with the Investigating Officer to discuss your complaint.
- You will receive a written outcome within **20 days** of raising your formal complaint.

The College will have due regard towards maintaining confidentiality in relation to your complaint but, to enable it to be considered fully, the content will need to be disclosed to members of staff involved in the investigation your complaint. Please note that by signing the Declaration you consent to the disclosure and sharing of information relevant to your complaint within the College at all stages.

Complaints and Appeals Form

Section A – your details

Title:
Forename(s):
Family Name:
Address:
Postcode:
Email:
Contact telephone number:
Programme of Study:

Section B – Nature of the complaint/appeal

Please set out the reason(s) why the complaint is being made and specify:

- a. who or what is being complained about
- b. the events that took place in chronological order and
- c. the consequences that you believe you have suffered as a result.

Please use additional sheets if necessary – please ensure your name and student number is on all additional sheets. Should you wish to provide additional supporting documents, please attach them with this form.

Section C – An outline of the action you have taken so far

If you have already taken steps to resolve your complaint *informally*, please outline below.

(If you have not taken these steps, please proceed to Section D).

Have you tried to resolve this complaint informally?	YES / NO
Please provide details of attempts to resolve informally including names of people contacted, daters contacted, etc. These people may be contacted in the course of any investigation.	
Why do you remain dissatisfied with the response to your Stage 1 Complaint?	

Give details of anyone else who is acting on your behalf who you consent to us liaising with.

Section D – Desired outcome

PLEASE LIST any correspondence or other documentation related to your complaint which you have attached along with this complaint form.

Please say what action you would like taken and any suggestion of resolution or redress in order to resolve the complaint to your satisfaction.

Section E: Declaration

As far as possible, all complaints will remain confidential to those people who are involved in investigating the complaint, providing a response to it and communicating with you, unless there is a serious risk of harm to you or others. In the interest of natural justice, parties to a complaint have the right to know the full details of the complaint.

I, declare that to the best of my knowledge all of the information I have supplied is true, accurate and complete.

SIGNED: DATE:

PRINT NAME: