



formerly



BELFAST BIBLE COLLEGE

Recruitment, Selection & Admissions Policy & Procedures for Validated Courses

For applicants applying for admission in September 2026

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1.0 INTRODUCTION AND SCOPE OF POLICY

This overarching policy relates to the recruitment, selection and admission of all full- and part-time students to study University validated courses at Belfast School of Theology (BST). *This policy is only applicable to University validated courses.* It provides information on procedures and related matters together with details of the responsibilities of those involved in the process. It applies to entry in the academic year 2024-2025 and is reviewed annually.

- This policy is operational in conjunction with the Admission Policy for our partner institution, the University of Cumbria (UoC) - <https://www.cumbria.ac.uk>

2.0 ADMISSIONS POLICY

2.1 Statement of Intent

Belfast School of Theology is overtly Christian in its ethos and outlook, and its approach to theological education is holistic, in the sense that it is spiritual, academic and practical. This is exemplified not only in its academic programmes but also underpins the sense of community life. Our recruitment process is designed to ensure that prospective students understand the nature of BST and, therefore, assists them to make an informed decision.

Belfast School of Theology recognises the need to ensure that all recruitment, marketing, selection, and admissions is carried out in a fair, consistent and transparent manner regardless of either the course for which the applicant is applying or of the applicant's background and/or beliefs.

2.2 Admissions Policy and Practice Principles

2.2.1 Belfast School of Theology commits to prospective students to provide a **transparent and consistent** admissions process so that they are fully aware of the qualifications, other entry requirements and the expectations of what it means to be a student at BST.

2.2.2 Belfast School of Theology will **process all applications equally** using the same criteria for admissions and selection. (Section 4.2)

2.2.3 Belfast School of Theology Board and Senior Leadership Team are fully committed and engaged with developing and **maintaining high standards** within our RS&A process.

2.2.4 We undertake to provide **transparent and up-to-date information** regarding the qualifications, knowledge, qualities and skills that applicants should have; these can be found in section 4.2, Entry Requirements.

2.2.5 The **merit and potential of applicants is assessed** through their qualifications or prior and experiential learning equivalences and then by the information they supply on their application form, their references and, finally interviews. If the applicant has not yet achieved their final qualification a provisional offer can be made based on their achieving the required grades.

2.2.6 Applications are considered and **assessed by the Academic** Registrar's Office using the admission criteria in section 4.2. If an applicant is deemed ineligible, the Academic Registrar's Office

will consider if an alternative course of study can be suggested and, if necessary, the relevant Programme Leaders will also be consulted.

The application process is carried out by the Academic Registrar's Office in a timely and efficient manner. We aim, in normal circumstances, to notify the applicant of the decision within a maximum of 20 working days from point of receipt of an application. The specific timeframe for the process is dependent on how quickly we receive the essential information required to make an admission decision.

2.2.7 Appeals are only allowed in certain circumstances – see 7 below.

2.2.8 Belfast School of Theology commits to ensure that all admission **policies and procedures are made available** to all staff and implemented across the institution.

2.3 Compliance with Codes and Regulations

Belfast School of Theology complies with all legal and statutory obligations, including the following:

2.3.1 **Equal Opportunities** - All individuals are welcome to apply for any full- or part-time course regardless of age, gender, nationality, ethnic background, beliefs or disability.

2.3.2 **Data Protection Act 1998** - Data relating to enquiries and applications may be stored and monitored by BST to facilitate the ongoing review of recruitment procedures and to guide the setting of new policy where appropriate. Data relating to individual enquirers or applicants will not be passed on to third parties and will only be used for internal review purposes, except in cases where data may need to be released to statutory bodies as a legal requirement.

For more information on BST policies see the website [Student Policies | Belfast School Of Theology at Stranmillis](#)

Information will be shared with UoC or any other validating universities related to the applicants' course as this is necessary for validation and monitoring of the accredited courses.

Persons may make a Subject Access Request subject to the [DPA 2018](#) by contacting the Academic Registrar's Office. Our data is held in compliance with the [General Data Protection Regulation \(EU\) 2016/679](#).

2.3.3 BST also complies with the **QAA Code of Practice on Recruitment and Admissions** and is guided by the principles relating to fair admissions as outlined in the Schwartz Report (2004). This policy has also followed the Supporting Professionals in Admissions (SPA) good practice guidance and principles of fair admissions.

2.4 Related Policies and Procedures

2.4.1 Ethos & Values

It is anticipated that all applicants will be in sympathy with the doctrine, ethos and values of BST, as found on our website at: [What We Believe | Belfast School Of Theology at Stranmillis](#)

2.4.2 This **Admissions Policy is based upon**, and has been guided by, all student policies and UoC Partnership and Validation documents.

UoC – BBC Institution Agreement

UoC – BBC Programme Memorandum of Agreement

UoC – BA(Hons) Programme Spec

UoC – MA Programme Spec

2.5 Responsibility for Admissions and Review of the Policy

This policy is reviewed annually by the Education Committee. Any enquiries about the Admissions Policy can be directed to the Academic Registrar's Office at: academicregistrar@bst.ac.uk.

The policy will be implemented by the Academic Registrar's Office. The overall responsibility is with the Principal and Board of BST.

2.5.1 **Entrance requirements** for UoC courses are set by BST with the approval of the University.

2.5.2.1 **Application decisions for UoC courses** are made internally at BST by the Academic Registrar's Office following the criteria set on the Memorandum of Cooperation (MoC) with UoC. If an applicant has clearly not met the criteria, the Academic Registrar's Office will reject their application and notify the applicant. In circumstances where it is not clear if the criteria have been met the Academic Registrar's Office will consider if an alternative course of study can be suggested and, if necessary, the relevant Programme Leaders will be consulted.

2.5.3 All aspects of administration prior to students' arrival are **administered by the Academic Registrar's Office**, including the sending of other relevant documents to new students before arrival.

2.6 Details of Progression and Articulation Agreements

Students enrolled in the UoC programme can progress from the CertHE to the DipHE / BA (Hons), and from DipHE to the BA (Hons). This is in accordance with UoC's policies/regulations and progression is dependent on successful completion of all modules in the previous level of study.

2.7 Details of Collaborative Partnerships with Other HE Providers

2.7.1 The University of Cumbria (UoC) is the validating body for the BA (Hons) programme and other awards and all qualifications are awarded by the University. The programme is administered and taught by Belfast School of Theology. Details of this relationship are outlined in the Memorandum of Cooperation (MoC) and Institutional Agreement (IA) between BST and UoC.

3.0 ENQUIRIES AND INFORMATION

BST is committed to conducting all marketing and recruitment activity in an ethical and consistent way. Further, BST is committed to ensuring that all prospective full- and part-time students have equal access to timely, accurate, high quality and consistent information enabling them to make an

informed and educated decision on the most appropriate course for their needs, interests and academic background.

3.1 Academic Registrar's Office Responsibilities

- The Academic Registrar's Office is responsible for:

- Production and updating of the prospectus, website, and other publicity materials.
- Ensuring that details, including entry requirements, are clear and accessible to prospective students and their advisors. Ensuring that changes made to courses which might affect an applicant's decisions regarding an offer are appropriately communicated.
- Regularly ensuring that the website is updated with information pertaining to content and delivery of programmes, the application process, timescale of admissions, costs associated with study, and financial support available.

3.2 Enquiries - BST commits to respond to all enquiries by phone, email, post and social media with clear and accurate information, usually within two working days, not exceeding a maximum of a week at busy times of the year. Enquiries can be made by contacting info@belfastbiblecollege.ac.uk

4.0 Application Process

4.1 General Information – The application process, entrance requirements, fees and any other information relevant to the application process will be found in the Admissions section of the BST website. Specific course information will be on the relevant course page on the website.

BST undertakes to communicate and provide good quality information on the application process, to assess applications fairly, to process applications efficiently and to maintain clear and helpful communication with applicants throughout the process.

Where it appears that applicants have not chosen the course which best fits with their experience and academic attainment to date, we will provide them with the necessary information needed for them to choose an appropriate alternative, should such be available at BST.

4.2 Entry Requirements - For all programmes, formal entry requirements will be clearly communicated to all prospective students, these being published on the website and in the prospectus. If changes are made to the entrance requirements, these will be communicated promptly, and materials will be updated.

4.2.1 Applicants must demonstrate how they meet the entry requirements during the application process. Original documentation showing evidence of previous qualifications will be requested and must be submitted prior to acceptance.

Applicants to any UoC undergraduate programme must be at least 18 years old at the point of entry and normally meet the following minimum requirements:

- 64 UCAS points, typically A2 CC or equivalent (for mature applicants, see section 5 below),

- Plus 4 GCSEs at grade C or higher, to include English language *or* Scottish, Republic of Ireland or other EU equivalents
- Christian ministry experience – we look for a reasonable level of experience in Christian ministry within your local church or another relevant Christian ministry setting.

APEL and APL routes (Accredited Prior and Accredited Prior Experiential Learning) are also available. See section 4.2.4 for details.

Applicants to the UoC MA programme must normally meet the following minimum requirements:

- Applicants must normally hold a 2.1 honours degree in any subject; from a recognised university or comparable institution.
- Applicants must have a reasonable amount of experience (at least 5 years) in serving in Christian Ministry, either employed or voluntary;
- Mature applicants who do not have formal qualifications but have considerable leadership experience will be considered through an alternative entry route. See 4.2.5 for details.

4.2.2 International Applicants

We accept students from all over the world and a fundamental part of BST is having a diverse student body. In recognition of diversity the application fee for international applicants has been capped at £50. All applicants need to adhere to the entrance requirements, and we require a scanned copy of their qualification certificates or equivalent. For qualifications that are not in English, an official translation must be submitted with the copies of the originals.

To show equivalency the applicant will be required to apply to UK-ENIC to assess their qualifications against BST's entry requirements.

4.2.2.1 Visas and Visa Requirements

All non-UK nationals whose primary purpose is to come to the UK to study for six months or more must establish if they need to obtain a Student Visa. (Student Visas are only available for full-time study). Depending on the country where they live, they may need to make their application online or in person.

To find out which method they should use, the following link to the UKVI website provides information on how to apply for their Student Visa. Please see www.gov.uk/study-uk-student-visa for latest information.

For more information see Student Visa guidance on: [International Students | Belfast School Of Theology at Stranmillis](#)

4.2.3 English Language Requirements - In addition to the formal entry requirements, international applicants will be required to produce recognised evidence that they have attained a level of English appropriate to the course for which they have applied.

Accepted tests (within the last 2 years):

Undergraduate:

IELTS Academic – Overall 6.0 with minimum 5.5 in each area

LANGUAGE CERT – B2: Pass. Nothing less than 33/50 in each skill.

Postgraduate:

IELTS ACADEMIC - Overall 6.5 with 5.5 minimum in each area.

TOEFL iBT - Overall 80 Reading - 18; Listening - 17; Writing - 17; Speaking - 20.

LANGUAGE CERT - B2: High Pass. Nothing less than 33/50 in each skill.

You do not need to prove your knowledge of English if you've completed a qualification equivalent to a UK degree in one of the following countries, or are from one of the following countries:

- Antigua and Barbuda
- Australia
- the Bahamas
- Barbados
- Belize
- Dominica
- Grenada
- Guyana
- Ireland
- Jamaica
- Malta
- New Zealand
- St Kitts and Nevis
- St Lucia
- St Vincent and the Grenadines
- Trinidad and Tobago
- UK
- USA

You also do not need to prove your knowledge of English if one of the following applies:

- you're a national of Canada
- you proved your level of English in a previous UKVI visa application

4.2.4 Accredited Prior Learning and Accredited Prior (Experiential) Learning

In addition to formal entry requirements for undergraduate applicants, BST also adheres to a policy of prior, (including where appropriate) experiential learning, whereby an applicant's background, skills, achievements and experience will be taken into account if deemed relevant to the course for which they have applied. Applicants are considered on an individual basis and dependent on their experience and learning, may seek to join the programme at the start of the second or third years rather than the start of the first academic year; this decision is made by UoC, to which BST applies in consultation with the applicant.

Full Details can be found in, "APL & AP(E)L Policy & Procedures".

4.2.5 Alternative Entry Requirements for MA

For MA applicants who do not have a 2.1 degree or have no formal qualifications an **alternative entry route** is available.

The alternative route for non-standard entrants will be considered on an individual basis but, as a guide, we will apply the following criteria.

- For applicants with no undergraduate degree, a minimum of 10 years in a significant role in Christian ministry is required. In addition, 2 assignments must also be submitted to be assessed by the MA Programme Lead to assess if the applicant has the required academic standard.
- For applicants who have a 2.2 degree: a minimum of 5 years of ministry experience is required. In addition, one assignment must be submitted.
- For recently graduated students from BST, transcripts and assignments from the final semester of their degree can be considered.

4.2.6 For applicants who have **repeated examinations and/or assessments**, BST will take into consideration whichever grade is higher, regardless of when the exams were taken.

4.2.7 The entrance requirements will be **reviewed** at the point of revalidation of the course, which is due to take place in 2026 for the BA and 2024 for the MA; however, BST reserves the right to change the requirements in consultation with UoC at any point.

4.3 Applications

Once a formal application is received the process is as follows:

- All applications logged and formally acknowledged immediately by the BST website.
- Referees will be contacted automatically by the BST website.
- Copies of transcripts and qualification certificates will be requested.
- Documentary evidence of English Language requirements will be requested (GCSE or international certificate).

Only one completed application may be submitted per person per course each academic year.

Where it is clear that an applicant does not meet the entry requirements for the course for which they have applied either through the normal route or through APL / AP(E)L, the Academic Registrar's Office will make the decision to deem the applicant ineligible, the applicant will be notified of the decision and a reason will be given. In some cases, an alternative course of study may be suggested.

If it is unclear if the applicant meets the entry requirements the Academic Registrar's Office will request further information. If this is still unclear then, after consultation with the Academic Registrar and/or Programme Leader, the Academic Registrar's Office may also request the applicant to proceed to the interview stage to gain better understanding of the applicant's situation after which a decision will be made by the Academic Registrar.

4.3.1 **Interviews** - For all UoC programmes, an interview is a required part of the admissions process.

Interviews provide applicants with an opportunity to demonstrate their communication and analytical skills, their interest and motivation to study at BST, and their interest in and commitment to studying Theology. They enable BST to seek a more detailed understanding of the applicant and delve deeper into the applicant's interest in the subject than can be expressed via their application

form. They also allow BST to have a more in-depth discussion about, and assessment of, the applicant's experience in Christian Ministry.

The interview is therefore to assess that applicants:

- Have suitable basic verbal communication skills required for the course.
- Have sufficient relevancy in their experience of serving in a Christian Ministry. (The application form begins to address this issue, but usually deeper understanding of their experience needs to be explored.)
- Are fully aware of the type of course for which they are applying.
- Have a genuine motivation in studying theology and the perseverance to complete the course.
- Have the maturity to engage with the issues raised on the course.
- Have an understanding of, and commitment to, the ethos and values of BST.
- Have a well-articulated commitment towards the course and can demonstrate their understanding of the time and effort required to complete their qualification.

Where it is clear after the interview that an applicant does not meet the requirements for the course for which they have applied, the application will be discussed with the appropriate staff, including the Academic Registrar and, if considered necessary, the Programme Leader before an official decision will be made. BST may decide to reject or defer the application. In this case, applicants will be notified of the decision and a reason will be given. In some cases, an alternative course of study may be suggested, i.e. if more ministry experience is required, BST may recommend the applicant defer for one year to gain more ministry experience.

Only in exceptional circumstances, at the discretion of the Academic Registrar and the Programme Leader, will a student be accepted without an interview. Returning students and those continuing with other Belfast School of Theology programmes may not be required to attend an interview.

At the start of each recruitment cycle, interview staff receive training to ensure continuity between all interviews.

The interview questions and process will be reviewed annually after completion of each enrolment cycle.

4.3.2 Former students returning to recommence studies.

Former students who have been away from BST and who have graduated from: the Cert HE; or Dip HE courses or other validated courses and those who have formally withdrawn from study and wish to recommence, must reapply through the online application form, submit references and attend an interview as with other new students. Former students who have intercalated and wish to recommence study should contact the Academic Registrar directly to make the necessary arrangements.

Former students who reapply within 5 years of achieving an award, will usually be considered to have fulfilled the academic requirements for entry onto the next level, with possible bridging work to cover any changes since they studied. After 5 years, students need to submit an additional Statement of Currency form which will be supplied by the Academic Registrar.

Former students who were previously enrolled on the BA programme and left BST in the past but were deemed by the UoC to have failed, rather than to have withdrawn, will not be eligible to re-join the BA programme.

4.3.3 All **returning students need to be in good standing** with BST. They should have no outstanding debts or have any significant disciplinary issues on their student records. Admissions will check with the Finance Office and Academic Office to make sure there are no outstanding issues. Any necessary information which is held by BST and required to assess an application is deemed to be 'known' by BST and should be used by Admissions to inform application decisions.

4.3.4 BST cannot provide a **reference for students returning to study** at BST. However, the applicant may ask an individual member of staff to provide a reference for them. If BST does not have a copy of the transcript on file, the Academic Registrar's Office will request it from the applicant or ask for permission to access it from UoC.

4.3.5 If a returning student is **refused re-admission** because they are deemed to be not in good standing with BST then they are able to appeal the decision following the procedure outlined in section 7.4.4 Enhanced Disclosure and Applicants Declaring Criminal Convictions

4.4.2 In line with the Rehabilitation of Offenders (Northern Ireland) Order 1978, Belfast School of Theology will only ask about **convictions which are defined as "unspent"** within the terms of that Order, unless the nature of the placement is such that we are entitled to ask questions about an individual's entire criminal record.

A criminal record does not mean refusal to study on a programme. Applicants with a criminal record are encouraged to notify Admissions and, once the background check has been received, a meeting may be required between the prospective student and, where appropriate, Placement Coordinator to advise on suitable placement options.

Belfast School of Theology undertakes to ensure an open, measured and recorded discussion on the subject of any offences or other matters that might be considered relevant in relation to placements. Failure to reveal information that is directly relevant could lead to a student being unable to start the placement element of the course. Alternatively, having a criminal record will not necessarily bar a student from completing a placement and where a placement opportunity may be deemed inappropriate an alternative opportunity will be offered.

4.5 Decisions and Offers

4.5.2 **Entry to UoC Courses** - Within one working week of the completion of satisfactory references and interview, the Academic Registrar's Office will send an email notifying the applicant of their acceptance and, subsequently, send a formal acceptance letter and relevant information .

4.5.2.1 **Conditional Admission to UoC** - Applicants still awaiting their results for the entry requirements may be offered conditional admission. Full admission to the programme will be dependent on their final results meeting the minimum educational entry requirements for admission to their specific programme. Once prospective students have received their results they are to notify BST at the earliest opportunity. The Academic Registrar's Office will contact them in advance of results being released to remind them that this is necessary to being offered a place.

4.5.2.2 Confirmation of Acceptance to UOC & Financial Plan

Confirmation of Acceptance - All admitted applicants will be asked to complete a form to confirm their acceptance of the place. In most cases, this is done by completing and submitting the Confirmation of Acceptance form and paying the £100 deposit.

Financial Plan - Included with the Confirmation of Acceptance is the Financial Plan. All UoC-admitted applicants confirming their place must also demonstrate that they have considered the financial implications of their course of study.

Prospective Students are to return their Confirmation of Acceptance and Financial Plan, and enrolment fee usually no later than one week before the start of term to confirm their place.

4.5.3 **Deferrals** – Prospective students admitted to UOC programmes have the option to defer their admission to the following year by notifying the Academic Registrar's Office at least one week prior to the first day of term. Deferral is limited to a single year, after which point applicants will need to reapply. Upon deferral, prospective students will not need to submit any new documents for admission the following year; however, where deemed beneficial by the Academic Registrar's Office, an additional interview or reference may be required closer to the new start date.

4.5.4 **Clearing** – While **BST** is not part of the formal UCAS procedures, we will consider applications from applicants who did not meet entry requirements to their courses at other institutions. They will still need to achieve the necessary grades for the programme they have applied for with **BST** and follow the relevant application process on the **BST** website.

4.5.5 **Applicants Not Meeting Entry Requirements** – Should an applicant not meet the conditions of their admission, a refusal letter will be sent explaining the decision. Where applicable, prospective students may be offered a place on an alternative course where they have met the minimum educational entry requirements.

Any enquiries or appeals regarding the decision of an application can be made to the Academic Registrar.

4.6 Document Verification and Fraud

Applicants of UoC programmes will be asked for scanned or photocopied copies of their original qualifications/certificates and, where applicable, immigration documents, proof of identity and right to study. BST reserves the right to ask to see the original versions of all documents received at any time. Where there is suspicion of fraudulent documents, BST will investigate and will seek further information and clarification, in which case we reserve the right to share the information with other interested parties including law enforcement agencies related to immigration law.

Should documents be found to be fraudulent, the application will be cancelled and any offer of admission will be withdrawn. In these circumstances, prospective students have one month to appeal the decision. Applicants found, subsequent to appeal, to have engaged in fraudulent activity will be barred from further attempts to apply for admission to BST.

For appeals information, see 7 below.

5.0 SPECIFIC APPLICANT GROUPS

In line with UoC's agenda of Widening Participation, mature students (anyone who has been out of full-time education for a period of time) or prospective students joining us under other than traditional progression from school or Further Education College will also be considered even if their qualifications do not fit this profile, for example those who have been students on Belfast School of Theology's course programmes. In such cases interviews and submission of samples of work will be considered.

5.1 Care Leavers

BST welcomes applications from Care Leavers. BST can offer pastoral care to all students and pastoral needs should be identified at the interview stage.

5.2 Prospective Students who may need support or increased accessibility

BST welcomes applications from prospective students with disabilities or specific learning needs. BST works with each prospective student to ensure their professionally assessed and identified needs are accommodated. BST is committed to developing an inclusive environment for all students. We welcome enquiries from prospective students with specific learning difficulties such as dyslexia as well as those with sensory impairments, mobility difficulties, medical conditions or mental health concerns.

Prospective students can disclose on the application form any disability or medical conditions to ensure that appropriate support is arranged for the application process as well as early identification of needs for future study at BST. Disclosure of disabilities on the application form is not taken into consideration in their selection as prospective students but will be used to inform Admissions staff as to how they could best support the prospective student through the application process, and if necessary, adjust the process to ensure that the prospective student is not disadvantaged.

Students who declare a disability in their application will be put in contact with the Disability Support Officer who will assist the student to access appropriate support. The support could include improving physical access, alterations for examination arrangements (separate room/additional time), accommodation adaptations, assistive technology software and study support.

For any specific questions regarding the resources available, please contact the Disability Support Officer through admissions@bst.ac.uk

5.3 Applicants with Criminal Convictions

If an applicant applies with a criminal conviction that does not mean automatic refusal to a programme. See section 4.4 for further information.

5.4 International Applicants

We accept students from all over the world and enjoy having a diverse study body. There is additional information regarding fees and the specific requirements on our website: [International Students | Belfast School Of Theology at Stranmillis](#)

International applicants are required to pay an application fee which is non-refundable before their application can be considered.

In addition to the general admission requirements, international prospective students applying for a Student visa will also need to meet the UKVI requirements. Overseas applicants will be issued with specific guidance relating to visa requirements and will be advised how to proceed in this regard.

5.5 Refugees & Asylum seekers

BST welcomes refugee and asylum seeker applicants who have immigration status that allows them to be eligible for study in the UK. These applicants should follow the regular application process, working with the Academic Registrar's Office when needed.

6.0 CHANGES AND DISCONTINUATION OF PROGRAMMES

BST reserves the right to make changes, postpone or cancel programmes due to circumstances such as insufficient enrolment numbers. This will be done in partnership with the UoC in line with the Institutional Agreements. Any prospective students who were made an offer will be informed by the Academic Registrar's Office of any changes or discontinuation at the earliest appropriate opportunity. BST will provide advice and support to offer holders regarding the options available to them and their best course of action.

7.0 APPEALS AND COMPLAINTS

BST will consider all applicants in accordance with the entry requirements stated in this policy. Applicants who did not meet the admission requirements and were sent a refusal letter may submit an appeal to the Academic Registrar who will review the application in consultation with the Programme Leader and, if necessary, the Head of Education. The final decision of any appeal lies with the Principal. The process is set out below:

Stage 1: First stage – informal resolution

Enquiries about admissions decisions should normally be made in writing by the applicant in question and should be directed to the Academic Registrar's Office in the first instance. If necessary, the Academic Registrar's Office will consult with relevant academic staff before responding to the query. A written response will be made to every written enquiry (i.e. by letter or email), normally within 10 working days, and this written response will mark the end of the informal stage.

Stage 2: Second stage – formal letter to Academic Registrar

An applicant who is dissatisfied with the explanation offered should put his/ her concerns to the Academic Registrar, normally within 10 working days of receiving an unsatisfactory outcome. The formal letter should set out the grounds for dissatisfaction with the initial response from the Academic Registrar's Office, and include any previous correspondence. The Academic Registrar shall then undertake such further enquiries as are deemed necessary before providing a written response, normally within 15 working days of receipt of the complaint.

Stage 3: Third stage – appeal

Any applicant still dissatisfied after the second stage may appeal in writing to the Principal within 10 working days of the Academic Registrar's decision. The appellant should forward copies of previous correspondence and any supporting documentation to the Principal. No appeal will be allowed when, in the judgement of the Principal, the admissions decision has resulted from the correct and impartial application of the written criteria.

Please note that the timescales set out above may not prove possible to meet at particularly busy times. However, BST will at all times strive to respond to enquiries as quickly as circumstances allow.

All parties to a complaint are expected to maintain strict confidentiality, both during and after any enquiry/ appeal/ complaint. Enquiries about admissions decisions should normally be made by the applicant in question. When an admissions decision is queried by a third party (e.g a parent) the Academic Registrar's Office may be precluded from discussing individual cases by the terms of GDPR. However, the Academic Registrar's Office may give a more detailed response if the applicant expressly states that the third party is acting on his/ her behalf.

Scope and Purpose	This guidance is for all prospective students, students and staff.
Implication of non-adherence	Unfairness to prospective students. Potential Discrimination. Loss of students to BST
Compliance and Regulatory requirements	
Who uses the process	All prospective students, students and staff.
Roles and Responsibilities in relation to this Document.	Education Committee – responsible for the approval of this Policy and that it is properly adhered to. Academic Registrar's Office Coordinates all areas of R&C and is responsible for implementation and development of this policy. UoC Programme Leaders – Advise and assist with any programme specific issues and ensure communication with University partners and adherence to their requirements.
Process review	This process should be reviewed annually or upon notification of additional or amended legislation or regulation
Date Last reviewed	November 2025
Where is the policy published	Moodle/BST website