



## **Admissions Policy and Procedures**

## Introduction

Metanoia Institute values the wealth of experience, skills and knowledge that students from a wide and diverse range of backgrounds bring to the Institute and to the learning experiences of others. We welcome a rich diversity of learners and aim to foster a culture of inclusion, respectfulness and celebration of difference, where students, staff and our wider community are valued and safe. Metanoia Institute operates a fair admissions policy with clear entry criteria for its courses. Prior qualifications are not in themselves the basis for acceptance onto a programme of study and we welcome applications from those in under-represented groups. Please see our Access and Participation Statement at [www...](http://www.metanoia.ac.uk)

## Vision

To invest in the life of individuals, organisations and communities through excellence in training, practice and research in the psychological therapies.

## Mission

- To offer high quality humanistic and integrative programmes of study in the professional fields of counselling, psychotherapy and counselling psychology.
- To support research in the development of professional knowledge, to work closely with relevant professional bodies as well as our partners in the university sector
- To provide low cost counselling and psychotherapy services for the benefit of the general public.

## 1 Principles

- 1.1.1 Metanoia Institute's Admissions Policy is underpinned by our corporate vision and mission statements as well as a set of aims that inform our approach  
<https://www.metanoia.ac.uk/about/our-vision-mission-and-ethos/>.
- 1.1.2 Metanoia Institute is a specialist Higher Education institution whose vision is 'excellence in counselling, counselling psychology, applied psychology and psychotherapy'.
- 1.1.3 This policy outlines the admissions process and practice across all the Institute's higher education courses which lead to an award accredited by Middlesex University and Metanoia Institute.
- 1.1.4 The Admissions Policy gives guidance to staff in the process of recruiting, selecting and admitting prospective students.
- 1.1.5 Metanoia Institute aims to admit students of the highest calibre, who have the academic potential and the personal motivation to succeed on our rigorous courses.
- 1.1.6 The institute encourages applications from all backgrounds, and it evaluates the potential of each applicant individually and on their own merits.
- 1.1.7 Metanoia Institute is proud to be an inclusive and global community; committed to providing a fair admissions system. The Institute will provide an equal opportunity for all individuals, regardless of background, to a course suited to their motivation and potential.
- 1.1.8 The Institute will ensure all staff in admissions roles are well informed, customer-focused and regularly trained to understand the needs of our applicants and to be compliant with relevant procedures and processes.
- 1.1.9 Metanoia Institute will ensure that the entry requirements are appropriate academically for each programme.
- 1.1.10 The Metanoia Institute will maintain sustainability by maintaining a strong student body through an efficient and effective admissions processes.
- 1.1.11 The policy is managed by the Director of Finance and approved by the Institute's Academic Board, Chaired by the CEO and reviewed on an annual basis.

## **1.2 Scope of policy**

- 1.2.1 This Policy complies with the QAA's UK Quality Code for Higher Education - 'Admissions, Recruitment and Widening Access' (November 2018) and the good practice guides published by Supporting Professionalism in Admissions (SPA).
- 1.2.2 The Policy ensures that Metanoia Institute works within the guidance for Higher Education providers published by the Competition and Markets Authority (CMA) to ensure that applicants are provided with all the information they need to make an informed decision about their course of study, under extant consumer rights regulations
- 1.2.3 The Institute will endeavour to operate an admissions procedure that is fair, transparent and consistent, whilst being compliant with all relevant legislation and regulations.

## **2 Admissions Responsibilities and Structure**

Responsibility for admissions at Metanoia Institute is led by the Admissions Department, under the direction of the Director of the Finance, and overseen by the Chief Executive Officer. Decisions on applications are made by a fully trained, experienced staff using clear parameters set out by Faculty Heads in each of the Faculties.

### **2.1 Admissions Data Officer**

#### **Responsibilities:**

- 2.1.1 Processing full-time and part-time applications for all courses at the Institute in line with the Metanoia Institute's admission's procedures;
- 2.1.2 Liaise with staff about key dates in the annual admissions cycle;
- 2.1.4 Timely transfer of applications to academics for their decisions;
- 2.1.3 Receive offer from academic staffs to update the admission portal;
- 2.1.5 Communicate terms of offer to the applicant;
- 2.1.6 Receive confirmation outcome from student and update the system;
- 2.1.7 Provide statistical data for the Executive Team and Director of Studies.
- 2.1.8 Communicate any substantive changes to programmes that may occur prior to the start date to applicants with a range of options for the applicant consideration;
- 2.1.9 Manages the Institute's admissions portal- HEI Apply. In liaison with other sections of the Institute to ensures the application portal captures all relevant information necessary to progress an application and complete Statutory Returns.
- 2.1.10 Pass completed application record to Registrar to create enrolment record.

### **2.2 Academic Co-ordinator's'**

#### **Responsibilities:**

- 2.2.1 Academic Coordinators support applicants through the Institute's admissions process
- 2.2.2 Providing applicants with Applicant Information Packs, Application Forms and collating completed Applications Forms.
- 2.2.3 Booking attendances at Introductory Workshops, Small Group Sessions and Interviews
- 2.2.4 Answering ad-hoc queries with respect to Metanoia Institute's admissions process and general programme details such as duration, contents and fees.
- 2.2.5 Assist Admission Tutors with requests for additional information from an applicant to progress their application.
- 2.2.6 Provide information packs for successful applicant post interview, including details of enrolment and induction, term dates, holiday work, equipment lists financial and bursary information, transport, accommodation, and information about additional learning support.

### **2.3 Registry Officer**

#### **Responsibilities:**

- 2.3.1 Ensure that the Student Loan Company has all required information in order that those applicants on a relevant programme and interested in applying for a student loan can apply for this a timely manner;

- 2.3.2 Auditing, correcting and reporting student registration data and liaising with Academic Coordinators and validating partners to ensure that student registration and academic records information is synchronised, accurate and up to date.

## **2.4 Faculty Heads/ Programme Directors of Study Responsibilities:**

- 2.4.1 For the appointing and inducting of admissions tutors.
- 2.4.2 Review and update, in consultation with the Admissions Data Officer, all admissions information (including programme titles, programme and module descriptors, entry requirements, selection criteria and processes and compliance with validated documentation);
- 2.4.3 Monitor and manage application, offer and acceptance rates to ensure the Institute's decision-making process are fair and equitable and being made in line with the published processes and criteria;
- 2.4.4 Ensuring all admissions related marketing material is accurate and in line with CMA guidance
- 2.4.5 For ensuring all admission processes and decisions are in line with relevant legislation and do not disadvantaged individuals or groups for overseeing admissions decisions.

## **2.5 Academic Quality Manager Responsibilities:**

- 2.5.1 Is responsible for ensuring that Metanoia Institute's Admissions Policy is up to date and published in accordance with the principles and guidelines established by QAA, OfS, CMA and SAR;
- 2.5.2 Ensure all programme information, including programme titles, programme and module descriptors, entry requirements, selection criteria, are compliant with validated documentation.
- 2.5.3 Ensure all published information applicable to the advertised programmes is compliant with CMA guidelines

## **2.6 Admission Tutors Responsibilities:**

- 2.6.1 Consider all applications received for their programme of study including full-time, part-time and direct entry;
- 2.6.2 To ensure that Metanoia Institute's admissions decisions are made by assessing applicants consistently and equitably against the published generic and programme specific criteria;
- 2.6.3 Liaise directly with the Admission Data Officer, Academic Co-ordinators and the Disabilities and Student Support Officer (where necessary) in terms of arranging and conducting interviews for all applications;
- 2.6.4 To ensure that no one receives less favourable treatment on grounds of any protected characteristic;
- 2.6.5 Forward all decision documentation including conditions of offer to the Admissions Data Officer including any additional work set in preparation for a second interview or reasons for rejection;
- 2.6.6 Follow up and record any areas of concern highlighted during the admissions process and inform appropriate college staff;
- 2.6.7 Ensure applicants are given encouragement, time and opportunity to ask questions.

## **2.7 Executive Officer's Responsibilities:**

The Executive Officer is responsible for reviewing and updating, in consultation with Faculty Heads, all admissions-related marketing information including the corporate website, the prospectus and press and PR website, the prospectus and press and PR.

### **3.0 Entry Requirements**

3.1 Metanoia Institute's entry requirements are stated in terms of:

- specific grades achieved in nationally recognised qualifications which are formal minimum attainment levels;
- appropriate equivalent skills and experience.

3.2 'Equivalent' skills and experience means skills which Metanoia Institute has tested or experience it has judged to demonstrate the same level of merit, ability and potential as the nationally recognised qualifications required for entry to the programme. Metanoia Institute retains the right to use its own tests to determine whether applicants have achieved the minimum attainment levels associated with recognised qualifications which they do not hold.

3.3 Specific criteria may also be stated in terms of:

- appropriate experience.
- relevant personal qualifications, such as appropriate motivation to study or values compatible with a profession. These may be determined from a personal statement, by psychometric testing, through references or at interview.

3.4 Specific criteria may also specify an interview and/or assessment which all candidates are required to take regardless of their existing qualifications.

3.5 Metanoia Institute may take contextual data relating to a candidate's background into consideration when using a candidate's existing qualifications as evidence of their future potential.

3.6 Those applicants applying from programmes of study that have a progression agreement or articulation arrangement with us may be guaranteed an interview or a conditional offer.

### **3.7 Normal minimum qualifications required for entry to undergraduate programmes**

3.7.1 The minimum normal qualifications required for entry to Level 4 are GCSE passes at Grade C or above in five subjects, including English Language and Mathematics (or equivalent), plus one of the following:

- successful completion of a recognised Access course.
- successful completion of a recognised HE preparatory course.
- any other Level 3 qualification which is of equivalent standard.

3.7.2 Applicants may be admitted without these qualifications, provided they can demonstrate that they have achieved the required level of knowledge and skills in other ways (e.g. experiential learning) they meet the entry requirements of programmes validated by a professional body.

3.7.3 Applicants who meet or exceed the entry criteria for Level 4 may also apply to have prior learning recognised through the Student Credit Transfer processes.

### **3.8 Normal minimum qualifications required for entry to postgraduate programmes**

3.8.1 The minimum normal qualifications required for entry to Level 7 are:

- an Honours degree in a relevant subject; or
- a professional qualification recognised as equivalent to an Honours degree; or
- a postgraduate diploma; or
- appropriate equivalent skills and experience.

3.8.2 Applicants who meet or exceed the entry criteria for Level 7 may also apply to have prior learning recognised through the Student Credit Transfer process.

- Please be aware several Metanoia Institute programmes have professional body standards governing the award of transfer credits

3.8.3 The minimum normal qualifications required for entry to level 8 are:

- a Master's degree in a relevant subject; or
- a professional qualification recognised as equivalent to a Master's degree; or
- appropriate equivalent skills and experience.

3.8.4 Where applicants are admitted to study one or more modules for academic credit, without any specified qualification aim, the same qualifications requirements will normally apply as for award-bearing programmes at that level.

### **3.9 Non-UK applicants**

3.9.1 Applicants from European Union countries and from countries outside the European Union will be considered for entry to Metanoia Institute's programmes.

3.9.2 Applicants must have qualifications equivalent to those specified above for entry to the appropriate level of study.

3.9.3 The Metanoia Institute does **NOT** currently hold a Sponsorship License for students requiring a Tier 4 Visa therefore we cannot support international students requiring a Tier 4 Visa to study in the UK.

3.9.4 Metanoia Institute participates in the European Credit Transfer Scheme (ECTS). In accordance with the Recommendation on Criteria and Procedures for the Assessment of Foreign Qualifications adopted by the Lisbon Recognition Convention Committee, recognition of foreign qualifications will be granted unless a substantial difference can be demonstrated between the qualification for which recognition is requested and the relevant UK qualification. In applying this principle, Metanoia Institute will seek to establish whether the differences in learning outcomes between the foreign qualification and the relevant UK qualification are too substantial to allow the recognition of the foreign qualification as requested by the applicant.

### **3.10 English Language Proficiency**

3.10.1 All applicants must have an adequate proficiency in English to be admitted onto a programme.

3.10.2 For those applicants who do not have GCSE English Metanoia Institute normally accepts the English Language qualifications set out in the table below, but some programmes may require higher standards of English language proficiency:

- IELTS level 7.0, with a minimum of 6.5 in each band.
- CEFR level C1.

Full table of equivalence is available from

<https://www.mdx.ac.uk/study-with-us/international/entry-requirements-for-international-students/english-language-requirements-for-international-students>

## **4 Applicant Behaviour**

4.1 Metanoia Institute students are at the heart of the Institution's commitment to academic excellence and are supported to successfully achieving positive academic and professional goals. The Student Charter/student code of conduct has been developed with staff and student input and outlines our mutual responsibilities and aspirations.

4.2 Students at the Institution act as ambassadors for Metanoia Institute whether on site, in a placement or in any public forum. Students should always behave responsibly and maintain standards of good conduct as well as comply with the principles of dignity and respect.

4.3 Any other form of misconduct, on or off site and however minor, can negatively affect the good standing of the Institution with its Professional and Statutory Bodies which in turn may have a negative impact on the wider experience of others.

4.4 The Institute may take disciplinary action against any applicant or student who does not act in accordance with this Contract under the Student Disciplinary policy. One of the

possible outcomes of such an action is that your Contract with us may be terminated and you may be removed from your programme, have your offer to study at the Institution withdrawn or the revocation of your award.

<https://www.metanoia.ac.uk/about/policies-and-procedures/>

## **5 Applicants with Disabilities**

### **5.1 Disclosure of information**

- 5.1.1 Offers of places on programmes of study at Metanoia Institute are subject to entry requirements related to learning outcomes and/or competence standards. Therefore, students accepted onto programmes of study should be capable of meeting these learning outcomes and/or competency standards. There may also be occupational health requirements which apply to specific courses.
- 5.1.2 Metanoia Institute will not normally consider whether an applicant's disability would hinder or prevent them from following a career subsequent to graduation.
- 5.1.3 In line with Metanoia Institute's commitment to widening participation, and to meet the institution's duty to promote disability equality, Metanoia Institute will make reasonable adjustments to the entry requirements if a disabled applicant can demonstrate that they would be able to meet the learning outcomes, except where there are specific requirements by a professional, statutory or regulatory body. Where the applicant is unable to meet the fitness to practise requirement, Metanoia Institute may suggest an alternative programme of study.
- 5.1.4 Where Metanoia Institute is unable to make a reasonable adjustment, the applicant will be informed, and alternative programmes of study may be suggested.
- 5.1.5 Metanoia Institute is proactive in encouraging early disclosure by offering several opportunities for applicants to inform us of any disability. Applicants can disclose on their direct application to Metanoia Institute, at their introductory workshop, at their assessment interview, or in discussions with a member of Metanoia Institute staff.
- 5.1.6 Where applicable, invitations to assessment interviews and offer letters will include information about obtaining reasonable adjustments.

### **5.2 Late disclosure**

- 5.2.1 Metanoia Institute does make anticipatory adjustments to its provision. This ensures that if Metanoia Institute is informed about an applicant's disability shortly before registration, we would normally be able to discuss and agree provision and support arrangements as appropriate. The exception to this is where the fitness to study requirement has not been met.
- 5.2.2 In exceptional circumstances, where Metanoia Institute is unable to meet the reasonable adjustment in a timely manner, the applicant may be offered a deferred place for the following semester or academic year.

## **6 Applicants with Criminal Convictions**

The Institute is committed to the fair treatment of all applicants and having a criminal record will not necessarily bar an applicant from gaining admission to a programme at the Metanoia Institute. However, the Institute recognises its duty to protect its students, staff and others within its community and reserves the right to exclude an individual from a course of study, or from the Institute, where their attendance would pose a threat to the safety or property of staff, students, visitors, those coming into contact with the applicant during their studies; or would be contrary to the law or the requirements of any relevant professional, statutory or regulatory body.

When considering admission for professional courses where an Enhanced Disclosure and Barring (DBS) check is required, all convictions are relevant including those that are spent. Where the course of study is likely to bring the individual into "regulated Activity"

with children or vulnerable adults, a check will be completed through the Disclosure and Barring Service

- 6.1 Applications will only ever be assessed on their academic suitability. However, applicants to Metanoia Institute need to be aware that successful applicants to certain programmes will need to undergo a DBS check prior to enrolment. Further information can be found on the Institutes Programme pages on the web.
- 6.2 A criminal conviction not yet spent shall not normally be a bar to entry to a programme unless:
  - the programme provides entry to employment in an occupation covered by the Rehabilitation of Offenders (Exceptions) Order 1975;
  - in the view of Metanoia Institute, the applicant may pose a credible threat to staff and other students.
- 6.3 Applicants must declare all unspent and “Relevant Criminal Convictions” at point of application
- 6.4 Where the applicant indicates a criminal conviction on the application form, Metanoia Institute will request information about the date of the conviction(s), the nature of the offence(s) and the sentence(s) and invite any relevant comments from the applicant.
- 6.5 The Faculty Head (or his or her nominee) shall refer the matter to a Panel consisting of two members of staff external to the applicants programme and if relevant seek advice from the professional body in determining whether to admit an applicant with unspent or relevant criminal convictions to the programme.
- 6.6 Where admission to the programme is denied because of the conviction, the applicant will be notified of the decision, with reasons for the decision, by the Faculty Head. The applicant will have the right to appeal to the Chief Executive Officer whose decision on the case will be final.
- 6.7 Metanoia Institute may refuse admission to any applicant or withdraw an enrolled student who fails to declare a criminal conviction or caution that is subsequently disclosed by the DBS.

## **7.0 Fitness to Study**

- 7.1 Applicants must be physically and mentally fit to undertake a programme of study at Metanoia Institute. Where Metanoia Institute determines that an occupational health check is necessary, applicants must complete a confidential medical questionnaire which shall be sent to the designated (or approved) Occupational Health Service, who will make a recommendation on the applicant’s fitness to study or (in appropriate cases) practise.
- 7.2 Applicants who do not complete the occupational health process when required to do so will not normally be permitted to enrol. Where the report recommends that adjustments need to be made to ensure the safety of the applicant or others, Metanoia Institute will work with the applicant to put these in place and may make compliance with such adjustments a condition of enrolment. Metanoia Institute will not normally refuse admission to an applicant who complies with the occupational health process but may do so in cases where there is a risk to the safety of the applicant or others that cannot be mitigated by other means. An unsuccessful applicant will have the right to appeal to the Chief Executive Officer whose decision will be final.

## **8. Applicants applying for readmission to the Institute**

- 8.1 For applicants applying for re-admission to the Institute who have left or withdrawn part way through an institution process or procedure, we reserve the right to review your previous academic record and may set non-academic conditions to re-admission.
- 8.2 Applicants may also be asked to engage with the Institute’s ‘Fitness to Study policy’ as a subsequent condition of offer.
- 8.3 In normal circumstances, the Institute would not accept applications from former students who have been withdrawn from their earlier studies due to academic failure



for a period of two whole academic years after the withdrawal was actioned on a programme which was closely related to the original programme of study, i.e. where 50% of the modules/learning outcomes are identical

- 8.4 Applicants who had timed-out from their previous studies at Metanoia cannot be resubmitted
- 8.5 Applicants who reapply to return to the same/similar programme of student will not normally be awarded advance entry/credit transfer.

## **9 Applicants under the age of 18**

- 9.1 There is no minimum age for entry to Metanoias Programmes. Individuals who join the Institute before they have reached the age of 18 are admitted under the Institutes Safeguarding policy
- 9.2 The Institutes Admissions Data Officer is responsible for sharing the details of applicants under the age of 18 with all relevant parties, to ensure effective safeguarding.
- 9.3 At no stage does the Institute act “in loco parentis”

## **10. The General Data Protection Regulation (GDPR)**

- 10.1. Metanoia Institute will handle your personal data in accordance with the provisions of the Data Protection Act 2018, which gave effect to the General Data Protection Regulation (GDPR) in the United Kingdom.
- 10.2 Metanoias Privacy Notice for past, present and prospective students is available at <https://www.metanoia.ac.uk/about/data-protection/> This Privacy Notice explains how Metanoia collects, uses and shares the personal data of prospective students, and of their rights in relation to the personal data Metanoia holds.
- 10.3 Metanoia Institute is committed to ensuring compliance in this area and has detailed our approach and the impact on applicants here
- 10.4 The Institute is committed to ensuring compliance with data protection legislation regarding subject access requests from applicants in relation to the admissions process.

## **11. Accuracy of information**

- 11.1 Metanoia Institute will provide information to prospective students through different sources: website, through printed publications, face-to-face, and email. The Institute will aim to ensure all the relevant channels we use are providing information is accurate. In some instances, like marking leaflets, inevitably some of the information published may be subsequently updated.
- 11.2 Metanoia Institute would encourage all applicants to use our website for the most up-to-date information.
- 11.3 The Institutes website is the definitive source of information for prospective students. The Institute will ensure that the information available to prospective students on the website is accurate, timely and helpful
- 11.3 Should you encounter incorrect information please contact us at [admissions@metanoia.ac.uk](mailto:admissions@metanoia.ac.uk), or [quality@metanoia.ac.uk](mailto:quality@metanoia.ac.uk), in order that we can rectify our error

## **12 Communication of changes**

- 12.1 In line with CMA regulations, the Institute has a duty to inform all prospective students of any material changes to the information they may have viewed throughout their research process.
- 12.2 The Institute will use all reasonable endeavours to ensure that changes are kept to a minimum, but if the Institute is required to make any material changes to the terms of the Contract or programme (as described in the offer and/or prospectus) before the applicant registers at Metanoia Institute, the Institute shall bring these to the attention of the applicant as soon as possible.

### **13 Contact details**

- 13.1 The Institute is committed to providing the highest quality information, advice and guidance possible. Across all programme pages and relevant sections of the website, the institute aims to give applicants clear details on how they can contact us for further information. On all programme pages the contact details of the relevant staff can be found.

### **14. Complaints**

- 14.1 The Institute will consider all applications fairly and effectively in line with the procedures outlined in this document.
- 14.2 Applicants who wish to challenge a decision to reject their application should write to, or where agreed email, the course Director of Studies to which they applied, detailing the nature of their complaint. The complaint must typically be made within 15 working days of the decision being communicated to the applicant.
- 14.3 On receipt of a complaint, the Faculty Head (or nominee not involved in the admissions process) will review the decision to reject the applicant. Following this review the Faculty Head or nominee will write to the applicant giving grounds for their decision, normally within 15 working days
- 14.4 Applicants who have complained to the Faculty Head and remain dissatisfied may submit their complaint to the Institute's Registrar within 15 working days of the Faculty Head response. The Registrar will not review academic or professional judgements that have been made but will review matters relating to process. The Registrar will aim to provide a response – a reasoned judgement – within 10 working days of receiving a complaint. This judgement will represent the Institute's final decision on the matter.

## **1. Applications**

### **1.1 Direct applications**

All Applications are made directly to Metanoia through HEI Apply following this link

<https://metanoia.heiapply.com/>

### **1.2 Application deadlines**

All applications for undergraduate degree courses starting in September should be received by 31<sup>st</sup> July prior to the academic year of starting:

All applications for postgraduate degree courses starting in September should be received by 31<sup>st</sup> July prior to the academic year of starting;

Applications made before the closing date are considered equally against the stated selection criteria and in the context of the number of available places.

If places are still available some Programmes may consider applications after 31<sup>st</sup> July.

Applications processed on a first come basis.

## **2. Communication with applicants**

Formal responsibility for acknowledgement of applications and communication of the outcome rests with Admissions. The Metanoia Institute will automatically send an acknowledgment when an application is submitted via HEI Apply. Some Director of Studies may also acknowledge receipt of individual applications and communicate directly with the applicant during the application process.

## **3. Offers**

### **3.1 Conditional offer**

A conditional offer means that the Metanoia Institute will offer an applicant a place providing certain conditions are met. Usually conditions are based on the completion of outstanding qualifications, meeting minimum English language requirements, relevant experience within the field or satisfactory reference's being received. Conditional offers may state the grades that must be achieved and/or specific grades in named subjects.

Other conditions may include criminal record and health checks. If these conditions are not met prior to registration, proof that these conditions will be met by the end of the first semester may be used to confirm a place. This can be an appointment card or evidence of when forms were submitted. If these checks are failed during semester 1, registration could be withdrawn, or the course of study may be changed.

Each offer is specific to an applicant's individual qualifications and circumstances. Applicants must typically meet the conditions set by the Institute by 31<sup>st</sup> July of the application year unless otherwise stated in the prescribed course or professional body requirements, even if the offer is deferred for entry to the following application year.

### **3.2 Unconditional offer**

An unconditional offer means that an applicant has met the academic and non-academic entry requirements and has been accepted onto their chosen programme of study at the Metanoia Institute. Non-academic requirements, such as DBS or health checks may not be completed prior to registration, however proof that these will be met can be used with academic discretion to make an unconditional offer.

#### **4. Unsuccessful application**

Applicants will receive an unsuccessful response if the Institute has decided not to offer them a place on the programme. Applicants can be unsuccessful for many reasons and should be aware that many of the programmes at the Metanoia Institute receive far more applications than the number of places available. Applicants who are unsuccessful in gaining a place on their chosen programme and wish to find out the reason for this should, in the first instance, refer to the academic and non-academic entry requirements stated in the relevant faculty/school's admissions policy which can be found on the programme website.

#### **5. Withdrawn application**

An application may be withdrawn either by the applicant, or by Metanoia Institute. In all cases if Metanoia Institute withdraws an application the reason will be communicated in writing to the applicant.

Metanoia Institute reserves the right to withdraw an offer up to the point at which it has been accepted by an applicant.

In cases where candidates are required to attend an interview as part of the application process, applications may be withdrawn if a candidate fails to attend without making contact with Metanoia Institute, or if an applicant is unable to attend and an alternative date cannot reasonably be found.

An offer may also be withdrawn at any point if it is found that an applicant has provided false information on the application.

The above does not prejudice Metanoia Institute's right to rely upon published disclaimers relating to delivery of programmes and services.

#### **6. Interviews**

Interviewing of applicants varies across the institute; some programmes interview all their potential applicants and other programmes may interview an applicant if it will help inform whether an offer should be made or not.

For some programmes an interview forms part of the selection process to provide each candidate with the same opportunity to demonstrate their knowledge, understanding and aptitude for the programme of study. Applicants who are invited for interview may obtain further information about the interview process from the relevant Admissions Tutor and the Academic Coordinator.

Interviews are also designed to ensure that an applicant understands the nature and demands of their chosen degree programme and provide an opportunity to visit Metanoia Institute, view facilities and meet members of academic and professional services staff, and current students.

Some applicants (for example, disabled applicants, applicants who are pregnant, etc.) will require adjustments at interview (for example, a sign-language interpreter or an adjustment to a process) to provide them with full and equal access to the process. Programmes are responsible for making reasonable adjustments where possible. Metanoia Institute Student Support and Disability Officer should be consulted for further advice or information regarding disability related adjustments (email [disability@metanoia.ac.uk](mailto:disability@metanoia.ac.uk))

#### **7. Applicants visit days/ open days/evenings**

All programmes hold applicant visit evenings. These provide applicants with the opportunity to visit Metanoia Institute, view facilities, meet members of the teaching team and current students, and provide a more in-depth view than the general open days.

**8. Acceptance of Offer**

Applicants must accept their offer within 2 weeks of receiving their notification of a place, failure to do so may lead to Metanoia Institute withdrawing the offer in order to offer the opportunity to an individual on the waiting list.

**9. Deferred applicants**

If for unforeseen reasons the applicant is unable to commit to studying during the upcoming academic year, Metanoia Institute may be unable to hold a place for the subsequent year. Metanoia Institute will consider each application for the deferring of studies on an individual basis and the outcome will be communicated in writing to the applicant

**10. Course start date and arrival**

The course start date is indicated clearly in the offer letter alongside the period of study and applicants must ensure that they are able to attend their course from this date. Metanoia Institute reserves the right to refuse admission to those offer holders who arrive after this date. Should there be any possibility of a delay to arrival, offer holders should seek advice from the appropriate Director of Studies before travelling.

<b>Author</b>	<b>Owned By</b>	<b>Date Approved</b>	<b>Date of Review</b>
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