

Practitioner Professional Development (PPD)

Admissions Appeals and Complaints Policy

Aims

1. The PPD admissions process aims to admit to the University those students with the strongest academic and professional potential, from all backgrounds, through procedures and interactions that are accessible, fair and efficient. On occasion, an applicant may feel the need to raise a problem and seek appropriate redress; the appeals and complaints process enables them to do so.
2. This policy aims to establish an admissions appeals and complaints process which is:
 - fair and transparent (for applicants and for any staff members who are the subject of a complaint);
 - efficient (to the benefit of applicants and the University);
 - oriented towards acknowledging and learning from errors.

Through clear definitions and guidance it seeks to be straightforward for those with a legitimate case while discouraging ineligible submissions.

3. The policy has been prepared with attention to good practice guidance for admissions appeals and complaints hosted by UCAS, a good practice framework for appeals and complaints from current students published by the Office of the Independent Adjudicator, and the Competition and Markets Authority guidance on HE providers and consumer law (although this is aimed primarily at undergraduate provision).
4. The policy defines what makes an eligible appeal or complaint and sets out the process that follows when an appeal or complaint is received. It also describes the role of the Admissions Appeals and Complaints Panel in this process.

Definitions

5. All references to the Head of the PPD Office or PPD programme leader may also refer to another delegated member of staff.
6. An admissions **appeal** seeks to change an outcome of the admissions process. The appeal may wish to reverse the rejection of an application, but it may also look to change a specific aspect of an admissions decision, such as the imposition of a specific condition.
7. An admissions **complaint** also addresses the admissions process, but seeks some other remedy than changing its outcome.

Grounds of Appeal

8. A PPD admissions appeal can be made only in relation to one or more of the following three grounds and no other.
 - a serious procedural error (such as the provision of inaccurate information or the failure to make an admissions decision based on the admissions criteria);
 - bias in the decision-making process (as defined in the following paragraph);
 - extenuating circumstances affecting the appellant's prior academic or non-academic achievements which, for good reason, the appellant did not inform the University of in their application, and which would have had a material impact on the admission decision.

9. For the purposes of this policy, bias is defined as treating an applicant less favourably than another because of (a) their belonging to a protected group as defined in the Equality Act 2010 (the University's commitments in this regard are set out in the Equal Opportunities Policy) or (b) their identity in coming from a disadvantaged social or educational background.

Academic Judgement

10. An admissions appeal or complaint cannot be made about a matter of academic judgement, that is a judgment where only the opinion of an academic expert is sufficient to decide on the issue. Academic judgement is defined in more detail (with example of what falls outside its scope) on the Student Complaints section of the Cambridge University website:

<https://www.studentcomplaints.admin.cam.ac.uk/home/academic-judgment>

Process

Stage 1: local informal resolution

11. Issues are best dealt with quickly, informally and by those involved. Applicants are required to seek an informal resolution of problems via the Head of the PPD Office at the Faculty of Education, who will consult initially with the relevant course leader. An appeal or complaint may be dismissed at Stage 2 if this initial stage has not been completed.

Stage 2: formal submission and investigation

12. Admissions appeals and complaints will only be considered at Stage 2 if submitted on the standard form (see Annexes C and D) and if all required fields are completed (in order to allow determination of eligibility and support investigation). An applicant may append additional documentary evidence.

13. Admissions appeals or complaints must be submitted within 28 calendar days of the applicant receiving a formal admission decision. This ensures the investigation is close to the events under consideration, aims (although cannot guarantee) to retain the consideration of the application within the current admissions cycle, and protects against vexatious complaints. Submissions outside this timeframe may only be accepted if a valid reason for delay is evidenced.

14. In general, we will not consider admissions appeals based on mitigating circumstances for the appellant's grade or score in an exam; such considerations should be taken forward under the awarding institution's exam mitigation processes (including at Cambridge). If such an appeal to the institution's exam mitigation processes is successful after an application has been rejected, an applicant may reapply for admission.

15. An applicant can withdraw an appeal or complaint at any time, but once withdrawn it cannot be reinstated.

16. The Head of the PPD Office will consider any appeal or complaint received. They will dismiss a case if it is trivial, vexing or malicious, or if it repeats a claim that has already been investigated. For any other case, they will consider if it is eligible for investigation under the definitions above (for appeals, that is whether it offers substantive evidence that addresses one of the grounds stated). If not, it will be withdrawn.

17. Eligible appeals and complaints will then be investigated by the Head of the PPD Office on behalf of the Admissions Appeals and Complaints Panel (see para 19; the panel may appoint an alternate investigator to investigate if the Head of the PPD Office has a conflict of interest). Where necessary,

the investigator will ask for a response and recommendation, along with supporting evidence, from the member(s) of academic staff who assessed the application, involving the relevant course leader as appropriate.

18. Following the investigation, the Head of the PPD Office will send to the Panel:

- the appeal or complaint (and any supporting evidence),
- the response and recommendation of the relevant member(s) of academic staff mentioned in paragraph 17,
- the investigator's own recommendation.

The Panel will then determine its decision to uphold or reject the appeal or complaint.

The PPD Admissions Appeals and Complaints Panel

19. The Faculty Board of the Faculty of Education bears direct responsibility for admissions. As such, the Admissions Appeals and Complaints Panel for a) the PPD courses in counselling (Introduction to Child and Adolescent Counselling, and the Postgraduate Diploma in Child and Adolescent Counselling) comprises the Chair of Faculty Board (or their Deputy), the PPD programme lead, a PGCE programme lead, and the lead for post-diploma child and adolescent counselling education at the Faculty of Education; and b) all other PPD courses comprises the Chair of Faculty Board (or their Deputy), the PPD programme lead and a course lead from one of the other PPD courses.

The panel will consider the recommendations of the Head of the PPD Office, and the response and recommendation of the relevant Faculty staff member(s) mentioned in paragraph 17. Its decision, including on an offer of admission to an appellant (subject to standard offer conditions), is final, and made on behalf of Faculty Board in relation to their responsibilities under regulation 3 (Statutes and Ordinances 2023, Page 591).

Outcome

20. The outcome of the process will be notified to the applicant. Where the case has been determined by the panel, notification will include the panel's decision, the reason for the decision, and any actions being taken as a result (for example to improve admissions processes).

21. The appeal or complaint outcome confirms the University's final decision in relation to a PPD admissions appeal or complaint and ends the process.

Service standards

22. The Head of the PPD Office will acknowledge an appeal or complaint within 5 working days of its receipt.

23. An appellant or complainant should receive a decision within 20 working days of receiving the acknowledgement. If a decision will take longer than this, the individual should be provided with a revised timetable.

24. The Head of the PPD Office will maintain publicly available guidance for applicants on how to make an appeal or complaint (see Annexes A and B).

Protections

25. An applicant will not be disadvantaged for submitting an appeal or complaint made in good faith, and this will not affect any offer of study already issued or prevent the individual from being able to re-apply to the University of Cambridge in the future.

26. All parties involved in an appeal or complaint are expected to act reasonably, fairly and courteously toward each other and to respect the University's written documentation and legal obligations.

27. Errors or failures by University staff will be approached through a culture of learning, not of blame.

Information sharing

28. The identity of an appellant or complainant should only be shared (or implied by the substance of an appeal or complaint) where necessary. However, it is accepted that this will be inevitable where the conduct of an investigation requires responses from the Faculty staff member(s) mentioned in paragraph 17.

Learning

29. The Head of the PPD Office will maintain a log of all appeals and complaints submitted under Stage 2, and their outcome. Any lessons learned will also be logged and shared with PPD programme leaders and teaching teams.

30. The PPD Admissions Appeals and Complaints Panel should reflect on any wider issues that arise from its consideration of an appeal or complaint and propose remedies for any problems or failures identified.

Annex A: PPD Appeals and Complaints: Guidance for Applicants

This document describes how to appeal a PPD admission decision or complain about an aspect of the admissions process. To ensure that we have the information we need and can handle your appeal or complaint appropriately, please read this guidance carefully.

What is an admissions appeal or complaint?

An admissions **complaint** is about the admissions process but seeks some other remedy than changing its outcome.

An admissions **appeal** seeks to change an outcome of the admissions process. Most often this will be an appeal to reverse the rejection of an application and have it reconsidered. However, it might also be against, for example, the imposition of a specific admission condition.

A PPD admissions appeal can be made only in relation to one or more of the following three grounds and cannot be made on any other. Appeals that are ineligible will be dismissed.

- a serious procedural error (such as the provision of inaccurate information or the failure to make an admissions decision based on the admissions criteria);
- bias, or the perception of bias, in the decision-making process, defined as treating someone less favourably than another because of belonging to a protected group, as set out in the University's Equal Opportunities Policy;
- extenuating circumstances affecting your prior academic or non-academic achievements which, for good reason, you did not inform the University of in your application, and which would have had a material impact on the admission decision.

Note that evidence of procedural error, bias or extenuating circumstances is required. If no substantive evidence is offered an appeal will be withdrawn. Please also note the following points.

- Neither an admissions appeal nor complaint can be made about a matter of academic judgement, that is a judgment where only the opinion of an academic expert is sufficient to decide on the issue. More information and examples of academic judgement can be found here: <https://www.studentcomplaints.admin.cam.ac.uk/home/academic-judgment>.
- The rejection of a candidate who appears to meet all entry or admissions criteria (see Annex E) does not in itself represent evidence. Entry to our courses is extremely competitive and meeting minimum requirements does not guarantee admission.
- The speed of a decision does not in itself provide evidence of a procedural error. The University aims to make quick decisions where possible, to help candidates plan their futures.
- An appeal made on the grounds of extenuating circumstances will be withdrawn if there is no good reason why these were not declared at application, regardless of the circumstances themselves.

Before you submit an appeal or complaint

It may be that your issue is out of scope for the PPD admissions appeals and complaints process and is better dealt with elsewhere. An appeal or complaint which is out of scope will be dismissed. Please read the following guidance carefully.

Feedback

The PPD Office will provide feedback upon admissions decisions upon request, in relation to the entry criteria.

Additional information

The appeals and complaints process should not be used to restate the qualifications and achievements that make you suitable for a course. Nor should it be used to provide additional information about your qualifications and achievements, including any gained after your application. Such information does not constitute a legitimate ground for appeal. You are welcome to apply to the University in future years if you have additional achievements to report.

Fee status

Any candidate who thinks they have been wrongly assessed for fee status may seek a review by submitting a self-assessment questionnaire. This questionnaire can be downloaded from the Fee Reassessment page:

<https://www.postgraduate.study.cam.ac.uk/finance/fees/what-my-fee-status>

This process has its own appeal route, with details provided to relevant applicants. Do not use the appeal process described here to request fee status reassessment or for a fee status reassessment appeal.

Exam grades and academic conditions

In general, we will not consider an admissions appeal that is based on mitigating circumstances affecting your grades in an exam. Instead, you should use the exam mitigation process in place at the institution where you took your exams (including at Cambridge) prior to your application to the PPD programme, so that these circumstances are taken into account in awarding your grade.

Other procedures

- a separate appeals and complaints process for admission to Master of Studies programmes is available at the Institute for Continuing Education website;
- a separate appeals and complaints process for admission to Higher Degree programmes, including MEd, MPhil, EdD and PhD, is available through the Postgraduate Admissions Office;
- a separate appeals and complaints process for all undergraduate courses is available here: <https://www.undergraduate.study.cam.ac.uk/apply/after/complaints>

Stage 1: local informal resolution

Before completing an admissions appeal or complaint form you should seek an informal resolution with the Head of the PPD Office (mrp54@cam.ac.uk).

In relevant cases, if you have not attempted local resolution before submitting a Stage 2 form, your appeal or complaint may be withdrawn.

Stage 2: submitting an appeal or complaint

You must submit your Stage 2 admissions appeal (see the definition of appeal above) using the form in Annex C of the PPD Admissions Appeals and Complaints Policy (attached).

You must submit your Stage 2 admissions complaint (see the definition of complaint above) using the form in Annex D of the Admissions Appeals and Complaints Policy (attached).

If the relevant form is unavailable, email the Head of the PPD Office (mrp54@cam.ac.uk). You must submit an admissions appeal or complaint within 28 calendar days of receiving your formal admission decision. Submissions outside this timeframe may be dismissed. At their discretion, the

Head of the PPD Office may accept an appeal or complaint beyond this deadline but only in exceptional cases where a valid reason for delay is evidenced. You can withdraw an appeal or complaint at any time by emailing the same address, but once withdrawn the appeal or complaint cannot be reinstated. You will not be disadvantaged for submitting an appeal or complaint made in good faith, and this will not affect any offer of study already issued or prevent you from being able to re-apply to the University in the future.

Responding to your appeal or complaint

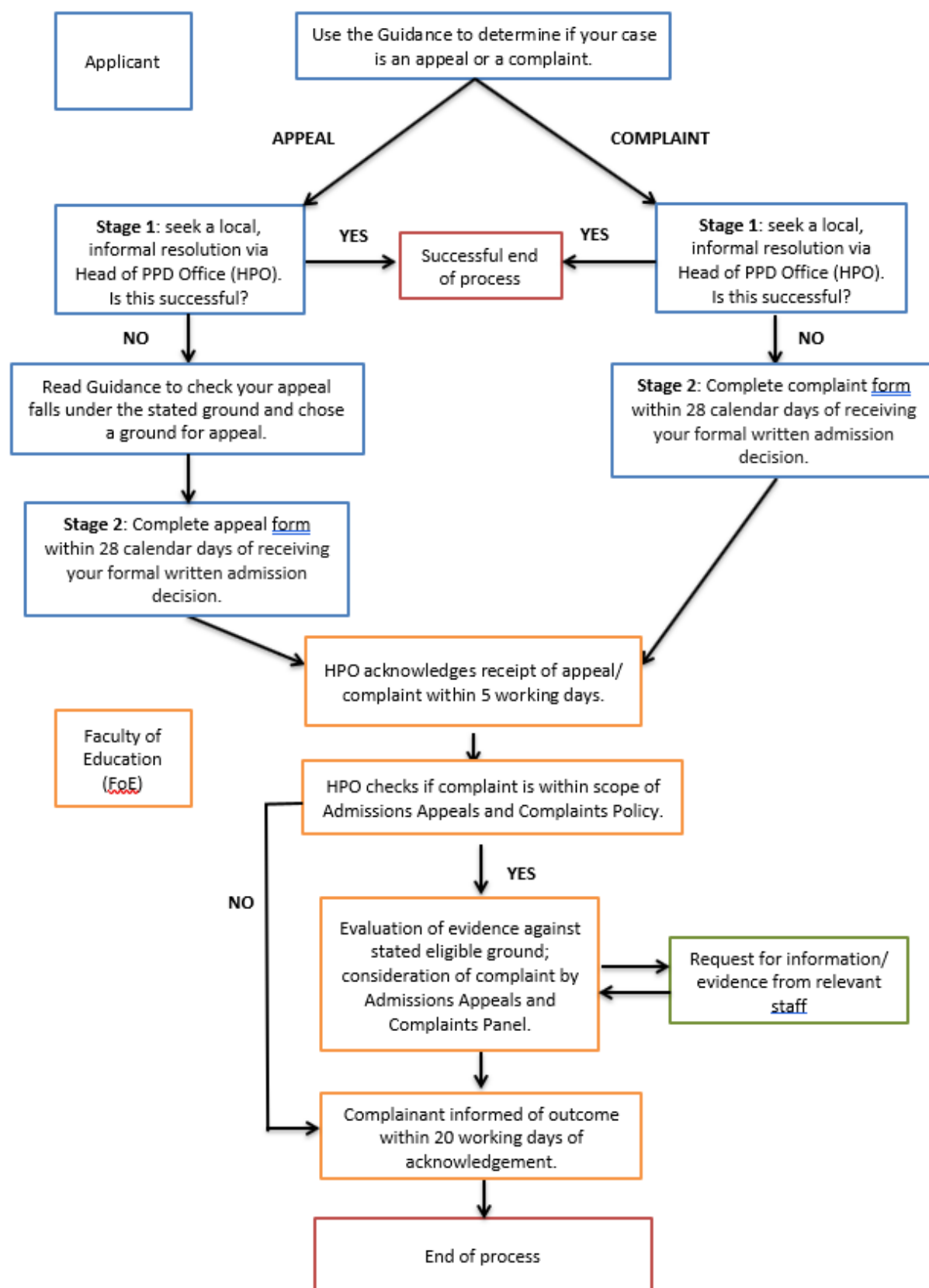
We will acknowledge your Stage 2 appeal or complaint within 5 working days of its receipt, dated from the working day on which the form is first received.

An admissions appeal or complaint can be dismissed if it is trivial, vexing, or malicious, or if it repeats a case that has already been made. An admissions appeal or complaint can be dismissed if no substantive evidence is offered (and for an appeal, this must relate to one of the eligible grounds for appeal from the list above). The rejection of a candidate who appears to meet all entry or admissions criteria (see Annex E of the PPD Admissions Appeals and Complaints Policy (attached)) does not in itself represent evidence. Entry to our courses is extremely competitive and meeting minimum requirements does not guarantee admission.

If your appeal or complaint is accepted as within scope it will be investigated and a decision will be made by the PPD Admissions Appeals and Complaints Panel, which is independent of the PPD programme to which you applied. The investigation is likely to include requesting responses from the member(s) of academic staff that considered your application. Though information will only be shared where necessary for the investigation, this is likely to involve sharing your identity and your appeal or complaint with that member(s) of staff. All parties involved in an appeal or complaint are expected to act reasonably, fairly and courteously toward each other and to respect the University's written documentation and legal obligations.

You will normally receive a decision within 20 working days of receiving the appeal or complaint acknowledgement. If a decision will take longer than 20 working days, you will receive an update regarding the investigation. The appeal or complaint decision notification will include the decision, the reason for the decision, and any actions being taken as a result. The appeal or complaint decision confirms the University's final position in relation to a PPD appeal or complaint and ends the process. The decision may be communicated to any staff or department involved in the investigation.

Annex B: Appeals and complaints flow chart for applicants



PPD Admissions

Stage 2 Appeal Form

PPD Office

Your details

Surname/ Family name:

Forename/given name(s):

Email:

Contact telephone number:

Application with which your admissions complaint is connected

Course of study applied for:

Transforming Practice / Educational Assessment / Introduction to Child and Adolescent Counselling /
Diploma in Child and Adolescent Counselling (*delete as appropriate*)

Date of the decision which you are appealing (note an appeal must usually be received within 28 days of that decision):

This form is only for use in PPD admission appeals as defined within the Faculty of Education's *PPD Admissions Appeals and Complaints: Guidance for Applicants*. It is important that you read that guidance and the following information before completing this form.

Your appeal must be based on one of the three grounds set out in the guidance and cannot be based on any other ground. **If your appeal is judged not to address one of these grounds it will be rejected without further investigation.**

You should **not** use the PPD admission appeal process to:

- provide additional information about yourself or your application, including recent achievements; you are welcome to apply in future years if you have additional information to provide;
- request advice on how to improve your application;
- request feedback on an admissions decision;
- seek a review of your fee status;
- query your college allocations.

See the guidance for more information on feedback, fee status and college allocations.

Before submitting an admissions appeal, you should seek local resolution (Stage 1) by contacting the Head of the PPD Office (mrp54@cam.ac.uk). Your appeal will not be taken forward if other avenues of redress are still in progress. If you wish to appeal once these are complete, you will need to complete a new form. Note that an admissions appeal cannot be made about a matter of academic judgement; that is a judgment where only the opinion of an academic expert is sufficient to decide on the issue.

☐ Please tick to confirm you have read and complied with the information above, including the document entitled *PPD Admissions Appeals and Complaints: Guidance for Applicants*.

1. Please identify the admission decision or issue that you are appealing, and the outcome sought.

Maximum 50 words

2. Are you appealing on the grounds of a **serious procedural error**? Yes/ No
3. If yes, please state your case precisely using the following headings. Note, an incomplete entry may not be considered. Note also that the rejection of a candidate who appears to meet the admissions criteria does not, in and of itself, represent evidence of procedural error.

Maximum 700 words

- a. What occurred during the admissions process?
- b. Why do you believe this represents a serious procedural error?
- c. What were the consequences?

4. Please provide a numbered list of any supporting evidence you are submitting in evidence for your appeal on this ground. Any such evidence should be provided in the order set out in this list.

Maximum 500 words

5. Are you appealing on the grounds of **bias in the decision-making process** defined as treating someone less favourably than another because of belonging to a protected group, as set out in the University's [Equal Opportunities Policy](#)? Yes/ No
6. If yes, please state your case precisely using the following headings. Note an incomplete entry may not be considered.

Maximum 700 words

- a. What occurred during the admissions process?
- b. Why do you believe this represents bias in the decision-making process?
- c. What were the consequences?

7. Please provide a numbered list of any supporting evidence you are submitting in evidence for your appeal on this ground. Any such evidence should be provided in the order set out in this list.

Maximum 500 words

8. Are you appealing on the grounds of **extenuating circumstances** affecting your prior academic or non-academic achievements which, for good reason, you did not inform the University of in your application, and which would have had a material impact on the admission decision?
Yes/ No
9. If yes, please state your case precisely using the following headings. Note an incomplete entry may not be considered.

Maximum 700 words

- a. What were the extenuating circumstances affecting your prior achievements?
- b. Why do you believe this would have had a material impact on the relevant admission decision?
- c. Why did you not disclose this previously?

10. Please provide a numbered list of any supporting evidence you are submitting in evidence for your appeal on this ground. Any such evidence should be provided in the order set out in this list.

Maximum 500 words

11. Please state what steps you have taken to resolve the issue at Stage One (i.e. via the Head of the PPD Office), as set out in *PPD Admissions Appeals and Complaints: Guidance for Applicants*.

Maximum 250 words

Applicant Declaration

I confirm that:

- I understand that the University may need to process personal details about me, which could include sensitive information, in order to investigate my admission appeal.
- I understand that the University may need to exchange information about my admission appeal within the University in order to resolve the matters under appeal.
- The information I have given on this form is true, correct and complete to the best of my knowledge.

By signing this document, I am agreeing to the above conditions.

Signed: _____

Date: _____

Print Name: _____

PPD Admissions

Stage 2 Complaint Form

PPD Office

Your details

Surname/ Family name:

Forename/given name(s):

Email:

Contact telephone number:

Application with which your admissions complaint is connected

Course of study applied for:

Transforming Practice / Educational Assessment / Introduction to Child and Adolescent Counselling /
Diploma in Child and Adolescent Counselling (*delete as appropriate*)

Date of the decision which you are appealing (note an appeal must usually be received within 28 days of that decision):

This form is only for use in PPD admissions complaints as defined within the Faculty of Education's *PPD Admissions Appeals and Complaints: Guidance for Applicants*. It is important that you read that guidance and the following information before completing this form.

You should **not** use the postgraduate admission complaint form to:

- appeal an admission decision; please use the appeal form instead;
- make a complaint about an issue not related to postgraduate admission;
- request advice on how to improve your application;
- request feedback on an admissions decision;
- seek a review of your fee status;

See the guidance for more information on feedback and fee status.

Before submitting an admissions complaint, you should seek local resolution (Stage 1) by contacting the Head of the PPD Office (mrp54@cam.ac.uk). Your complaint will not be taken forward if other avenues of redress are still in progress. If you wish to complain once these are complete, you will need to complete a new form.

Note that an admission complaint cannot be made about a matter of academic judgement; that is a judgment where only the opinion of an academic expert is sufficient to decide on the issue.

☐ Please tick to confirm you have read and complied with the information above, including the document entitled *PPD Admissions Appeals and Complaints: Guidance for Applicants*.

1. Please identify the issue(s) that is the subject of your admission complaint.

Maximum 50 words

2. Please state the key points of your complaint precisely using the following headings. Note an incomplete entry may not be considered.

Maximum 700 words

- d. What are the underlying facts, including key dates?
- e. What happened that has led you to complain?
- f. What were the consequences?

3. Please provide a summary of evidence which supports your complaint. Please also provide a numbered list of any supporting documents you are submitting in evidence. Any such documents should be provided in the order set out in this list.

Maximum 500 words

4. Please state what steps you have taken to resolve the issue at Stage 1 (i.e. via the Head of the PPD Office, as set out in *PPD Admissions Appeals and Complaints: Guidance for Applicants*).

Maximum 250 words

5. Please state the outcome(s) you are seeking.

Maximum 200 words

Applicant Declaration

I confirm that:

- I understand that the University may need to process personal details about me, which could include sensitive information, in order to investigate my admission complaint.
- I understand that the University may need to exchange information about my admission complaint within the University in order to resolve the matters under complaint.
- The information I have given on this form is true, correct and complete to the best of my knowledge.

By signing this document, I am agreeing to the above conditions.

Signed: _____

Date: _____

Print Name: _____

Annex E: Entry criteria and Admissions Criteria

The Faculty determines **Entry Criteria** to the level 7 PPD programme in Education.

The course leads for the Diploma in Child and Adolescent Counselling course, which is a professional qualification, also apply **Admissions Criteria**.

Entry Criteria

4.1 The PPD Programme

The Cambridge University Faculty of Education Postgraduate Professional Development programme offers opportunities for education professionals to develop high levels of understanding and skills which relate directly to the policy and practice of the contexts in which they work. This programme involves studying at Masters level and it is therefore necessary that applicants demonstrate the potential to work at this level (see QAA Framework for higher education qualifications in England, Wales and Northern Ireland <http://www.qaa.ac.uk/Publications/InformationAndGuidance/Documents/FHEQ08.pdf>).

However, since the PPD programme is aimed at practising professionals, professional experience and engagement are recognised as alternatives to recent academic qualifications, as indicating the potential for working at Masters level.

Entry requirements for the programme are designed to ensure that candidates have a good chance of successfully completing the programme while not limiting recruitment to only those with strong academic backgrounds.

4.2 Entry Requirements

Applicants should:

- 4.2.1 Have relevant experience of working in an education or related professional setting;
- 4.2.2 Demonstrate a reflective and enquiring approach to their work which supports improvement in professional practice and/or policy;
- 4.2.3 Demonstrate the ability to work independently and collaboratively with the support of Faculty supervision;
- 4.2.4 Demonstrate a willingness and ability to engage with academic and professional literature that will support empirical and/or literature-based enquiry into policy and/or practice.

It should be noted that Accredited Prior Learning (APL) (i.e. credits gained from other institutions) are not accepted to gain accelerated entry to the PPD programme, although these credits can be considered as part of an applicant's entry qualifications to support the application, if considered relevant.

4.3 Demonstration of Requirements

The PPD application form asks for information relating to the requirements specified above.

Applicants are given the opportunity to demonstrate that they meet requirements 4.2.2 and 4.2.3 through a personal statement. Demonstration of requirements 4.2.1 to 4.2.3 should be supported by a professional reference from a senior colleague in an education context.

Since work produced for the PPD programme will be assessed at Masters level, it is particularly important that candidates demonstrate requirement 4.2.4. This may be through the following academic qualifications:

- A good honours degree;
- A PGCE assessed at Masters level;
- Recent (within three years) completion of professional qualifications at level six or above;
- Overseas qualifications equivalent to the above (the equivalence of any overseas qualifications must be confirmed by ENIC (www.enic.org.uk)).
- Non-English speaking overseas applicants may also require an IELTS qualification with a minimum score of 7 in each element.

Requirement 4.2.4 may alternatively be demonstrated through professional writing, for example:

- Professional documentation, e.g. policy documents for a school or group of schools, substantial reports on present practice within or between schools, etc;
- Publications in professional journals or other forms of professional communication;
- Reviews of education publications.

Demonstration of requirement 4.2.4 should be supported by production of the relevant certificates and/or by an academic reference from a course tutor, publication editor or senior colleague who is able to comment on academic capability.

We welcome applications from students who have applied to a PPD course previously and were unsuccessful, but in these cases, applicants must be able to demonstrate a change in their circumstances that improve their suitability for the course, e.g. further qualification or experience in order to support their new application. The Faculty reserves the right to use information from a previous application in assessing a re-application and to seek further evidence of ability to follow this course if it deems necessary.

Admissions criteria for the Diploma in Child and Adolescent Counselling

The programme is designed for those who work with young people in educational or other settings who have either satisfactorily completed the Introduction to Child and Adolescent Counselling course (32-hour course) or have an equivalent qualification. This is a postgraduate programme and candidates are normally expected to hold a good undergraduate degree.

Applicants must be able to demonstrate:

- a knowledge and use of basic counselling skills and theory
- the capacity for self-reflection and self-awareness
- the potential to develop a therapeutic relationship
- the capacity to undertake academic study at Postgraduate level
- the capacity to receive and work with feedback
- the capacity to work with others
- an awareness of emotion and sufficient robustness to undertake the programme
- enthusiasm for and commitment to learning

Admission to the course is also subject to appropriate suitability checks, which include a) obtaining and considering Disclosure and Barring Service (DBS) criminal records checks and children's barred list information (subscribed to the update service), and b) other appropriate background checks.

If selected, interviews will take place with the course team when further information about the requirements of the course and the expected demands will be given. Tutors have limited capacity to engage in pre-interview discussions and are unable to give feedback after interview.