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# Admissions Policy

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**Approved by:** Academic Board

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# 1.0 Introduction

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The Dyson Institute is committed to upholding the principles of transparency, fairness, and consistency throughout all stages of the admissions process.

The admissions process is designed to ensure that applicants possess the potential and aptitude to complete their studies and employment successfully.

In recruiting, selecting, and admitting students, the Dyson Institute is at all times mindful of its legal and regulatory obligations, including those in relation to equality and data protection. This policy is informed by the Equality Act, ESFA guidance, Office for Students' Regulatory Framework, the UK Quality Code for Higher Education, Supporting Professionalism in Admissions' (SPA) good practice guidance and the Schwartz report's principles of fair admissions.

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## 1.1 Vision and mission

This policy has been developed with a view to supporting and furthering the Dyson Institute's vision and mission.

The Dyson Institute's vision is to be the best engineering university in the world, which develops the engineering leaders of the future.

Its mission is to build challenging and enriching educational experiences which are free, student-centric and aligned with the needs of industry.

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## 1.2 Objectives and Scope

The objectives of this policy are:

- to provide information to potential applicants, applicants, parents/guardians and advisors about recruitment, selection and admissions at the Dyson Institute; and
- to provide guidance for Dyson Institute and Dyson staff involved in recruitment, selection and admissions activity.

The admissions process covers the period from initial enquiry to the completion of registration.

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## 1.3 Contact information

Questions about this policy should be directed to [admissions@dysoninstitute.com](mailto:admissions@dysoninstitute.com).

## 2.0 Equality and diversity

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The Dyson Institute is committed to creating a working and learning environment free from discrimination or harassment and in which all decisions are based on merit. Its admissions processes take into account equalities legislation, including the Equality Act 2010 and the QAA's UK Quality Code and aligns with the principles set out in the Dyson Institute's Access and Participation Statement. The Dyson Institute also complies with Dyson's Equal Opportunities Policy.

Applicants to the Dyson Institute are considered on the basis of their merits, abilities and potential, regardless of age, sex, gender, ethnic or national origin, disability, religion, sexual orientation or any other inappropriate grounds.

The Dyson Institute requires that all staff involved in the admissions process have participated in equality and diversity training.

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## 3.0 Disability and Support

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The Dyson Institute welcomes applications from individuals with disabilities or additional learning or support needs and encourages applicants to declare these as early as possible. Evidence will be requested, to ensure a fair process and to guide appropriate action.

The purpose of requesting the declaration and evidence of such needs is solely for:

- Early and individualised discussion of any access arrangements, reasonable adjustments, or other support to be put in place for the assessment process (for example, additional time for assessments due to dyslexia);
- information about available support to be shared with the applicant; and
- for statistical and monitoring purposes.

As applicants are given the opportunity to disclose disabilities or additional learning or support needs at each stage of the admissions process, the Dyson Institute will not reconsider failed applications on the basis of a previously undisclosed support need.

Dyson Institute ensures that staff receive appropriate training and guidance in supporting students with disability or other support needs. Staff involved in the admissions process aim to encourage all applicants to feel comfortable about disclosing their disability access, or additional support needs at any stage in the admissions process.

If you have any queries regarding the reasonable adjustments to the admissions process, please contact [admissions@dysoninstitute.com](mailto:admissions@dysoninstitute.com).

If you have any queries regarding the Dyson Institute's provision for students with disability, learning or support needs, please contact [DisabilitySupport@dyson.com](mailto:DisabilitySupport@dyson.com).

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## 4.0 Responsibility for admissions

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The Admissions Policy is reviewed annually, before being submitted to the Dyson Institute's Academic Board for approval.

The Recruitment and Admissions team will work in partnership with the Governance team to ensure that student recruitment and admissions are operated fairly and consistently, and in line with the Dyson Institute's strategic aims, objectives, and regulatory requirements.

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### 4.1 Responsibility for setting entry requirements

A programme's entry requirements, and any subsequent amendments, will be approved by the Dyson Institute's Academic Board. Academic entry requirements will be considered during the annual Admissions review, which is held annually between March and September.

Entry requirements are published on the Dyson Institute website; these are also reviewed annually between March and September.

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### 4.2 Staff training

All staff involved in recruitment activity and the admissions process are adequately trained to conduct their roles and responsibilities effectively and adhere to the Dyson Institute's Safeguarding policy.

All recruitment and admissions practitioners are required to:

- maintain high professional standards;
- provide impartial advice and guidance;
- act with integrity in their interactions with prospective students;
- in developing promotional materials, ensure that they offer a balanced and accurate account of the student experience;
- undertake training to ensure that their knowledge of recruitment, selection and admissions practice, policy and procedure remains current.

Additionally, all staff involved in interviewing applicants will attend interview training to ensure their understanding of interview procedures, good practice and fair assessment.

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## 5.0 Provision of information

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### 5.1 Information for applicants

The Dyson Institute is committed to providing clear, accurate and up-to-date information, in line with CMA guidance, to prospective and current applicants about our programmes, services and facilities, to help them make an informed decision about their application. Information relating to the programme will be taken from the definitive course documentation.

The primary source of information for prospective applicants is the Dyson Institute website and prospective applicants and applicants are encouraged to visit the website.

Printed promotional materials are often prepared significantly in advance of the admissions process beginning and all such printed materials will refer the reader to the Dyson Institute's website as the most accurate and up to date source of information and will include a clear statement to that effect.

Staff will ensure that the following information is published on the Dyson Institute website:

- the Higher Education programme(s) offered;
- individual programme(s) offered and module specifications;
- entry criteria for individual programme(s);
- clear guidance on how to apply for individual programme(s);
- an outline of key milestones in the admissions process and anticipated timelines;
- likely additional costs or unusual requirements of specific courses (e.g. materials or equipment);
- the workplace experience; and
- services and facilities available to students.

A full review of the Dyson Institute website content will be conducted annually prior to applications opening for the relevant year of entry, to ensure that this information is clear, accurate and up to date. The responsible person for ensuring this is the Undergraduate Recruitment and Admissions Manager.

On occasion, it may be necessary to make changes to a course or an advertised service or facility after the admissions process has begun. Changes will only be made to a course where it is necessary and reasonable, and the change is in their best interests. Examples of why a change may be necessary include, but are not limited to:

- it being required to reflect changes in the law or regulation
- to meet professional body or accreditation requirements
- to improve the quality of provision, or in response to stakeholder feedback, including students, staff and/or external examiners.
- due to circumstances outside the reasonable control of the Dyson Institute, such as unavailability of key members of teaching staff, damage or interruption to buildings, facilities or equipment, or changes within Dyson Technology Ltd.

In such circumstances, applicants will be informed of the change at the earliest opportunity and the website will be updated.

When receiving an offer, offer holders will be provided with relevant information to assist them in making an informed decision on whether to accept, including details on how to complete their enrolment. If changes have been made, they will be given the opportunity to withdraw from their offer before enrolment.

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## 6.0 Admissions criteria

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Students at the Dyson Institute are required to register with the Dyson Institute and to enter contractual employment with Dyson Technology Ltd. The Dyson Institute seeks to admit applicants that have the potential to succeed on their chosen programme of study and in their employment.

During the admissions process, applicants are assessed on a variety of criteria to predict their success at the Dyson Institute. These criteria include academic and technical capability and potential, knowledge of the Dyson Institute offering and resilience.

Assessment of these criteria ensures that students have the characteristics necessary to participate and succeed at the Dyson Institute.

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### 6.1 Academic entry requirements

The Dyson Institute is committed to giving full and fair consideration to all entry qualification information presented by individual applicants and whilst A-Level qualifications are the main guideline, applications from applicants with non-A level qualifications (UK or international) will be considered, where these are deemed equivalent to A-level. In some cases, an A level qualification (or equivalent) in a particular subject may be required alongside non-A level qualifications.

Entry requirements are set through a thorough a review of an individual qualification, including the curriculum, style and assessment, alongside its UCAS tariff point allocation. We take this approach to establish whether the qualification (or combination of qualifications) will have provided the knowledge and skills required to thrive on our academically and professionally challenging programme.

International qualifications (non-UK) are assessed according to the information provided by UK NARIC, the designated UK national agency for the recognition and comparison of international qualifications and skills.

The Dyson Institute requires, as standard, that all applicants hold a minimum of GCSE Grade C/4, or equivalent qualification (e.g. Functional Skills qualifications), in English and Mathematics.

Further academic entry requirements are stated on the Dyson Institute website.

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### 6.2 Non-academic entry requirements

Applicants to the Dyson Institute must be able to evidence that they have the potential to manage both the academic and work-based demands of the programme and succeed in their employment at Dyson Technology. This evidence is collected as part of the admissions selection process. More information about this process is provided in section 7 of this policy.

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### 6.3 English language requirements

All programmes at the Dyson Institute are delivered in English. If an applicant hasn't completed their secondary education in English, they must be able to evidence that their ability to understand and to express themselves in English (including in reading, writing, speaking, and listening) is sufficient to enable them to achieve full benefit from their studies at the Dyson Institute and succeed in an international working environment at Dyson Technology, where the business language is English.

The Dyson Institute requires applicants who haven't completed their secondary education in English to have achieved one of the following qualifications, within the 2 calendar years prior to the start of the programme. Applicants whose tests fall outside this timescale will need to retake a recognised English language test before applying to the Programme.

The qualifications accepted by the Dyson Institute, and the grades or scores required, are as follows:

Qualification	Exam Board / Provider	Grade requirements
<b>IELTS (Academic Options)</b>	British Council/University of Cambridge ESOL	7.0 including minimum 6.5 in each component
<b>Cambridge English Proficiency</b>	Cambridge English Language Assessment	C with no less than Borderline in any element OR 190 overall with no less than 180 in any element
<b>Cambridge English Advanced</b>	Cambridge English Language Assessment	A with no less than Borderline in any element OR 190 overall with no less than 180 in any element
<b>IGCSE English as a First Language</b>	UCLES	B
<b>English 1119/1125</b>	UCLES	B
<b>Indian Class XII</b>	CBSE or CISCE only	85% (first attempt)
<b>HKCEE/HKDSE English Language</b>	HKEAA	5
<b>International Baccalaureate English Language or Literature</b>	IB (SL requirements differ according to the IB exam taken)	HL 5
<b>Skills for English</b>	Skills for English: SELT	C1/2 Pass
<b>TOEFL</b>	TOEFL/ETS	260 (Computer)  100 (iBT) with minimum of 21 in Listening, 21 in Writing, 22 in Reading and 23 in Speaking

<b>Pearson Test of English (PTE) Academic</b>	Pearson	75 with no less than 59 in any of the Communicative Skills
<b>Trinity ISE II</b>	Trinity	Not Acceptable
<b>Trinity ISE III</b>	Trinity	Distinction Distinction Merit Merit in four components
<b>Trinity ISE IV</b>	Trinity	Pass Pass Pass Pass in four components

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## 6.4 Prior learning

Prior learning cannot be used for the award of credit and the Dyson Institute does not accept CATS (Credit Accumulation and Transfer Scheme) points for entry onto the programme. This is due to the work-based element of the programme, which constitutes a significant part of the learning experience and is integral to its design. Therefore, all students must start in year one of the programme.

The only exception to this is if a student has previously been registered and enrolled at the Dyson Institute, in which case credit may be awarded and entry beyond the initial entry point permitted. This decision is at the sole discretion of the Dyson Institute and is subject to confirmation from the academic team that the prior learning remains relevant and appropriate for the programme to which the applicant is applying. Credit awarded by the Dyson Institute more than six years prior to application will not be considered.

Applications will not be considered for the Level 6-degree apprenticeship programme from individuals who already hold a Level 6 qualification in engineering.

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## 6.5 Deferred entry

Offer holders may not normally have their place deferred beyond the initial entry point, unless they are subject to exceptional circumstances, which may include but are not limited to:

- Maternity or paternity;
- Adoption;
- Recovery from an injury, medical or mental health condition;
- Chronic illness;
- Close bereavement;
- Victim of a serious crime;
- Disability for which reasonable adjustment is not yet in place;
- Financial; or
- Legal proceedings.

Offer holders are advised to inform the Recruitment and Admissions team as soon as possible after becoming aware that they may need to defer their registration.

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## 6.6 Residency requirements

All applicants to the Dyson Institute apprenticeship programme(s) must hold the right to both study and work full-time in the UK for the duration of the programme(s). They must also be eligible to receive apprenticeship funding in accordance with the Apprenticeship Funding Rules.

The Dyson Institute is not able to accept applications from students requiring the new Points Based System 'Student Visa', due to the visa not permitting full time work. This typically applies to international students, including EU, EEA and Swiss citizens.

Applicants in the process of applying independently for the right to work full time in the UK, for example through a relevant visa or naturalisation, must hold evidence of this (e.g., visa, biometric residence permit) by the second week of the August in the year of entry.

To establish if you are eligible for residency through a relevant visa, you will need to seek independent immigration/legal advice. The Dyson Institute is unable to offer this advice or guidance.

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### **6.7 Admission of minors**

The Dyson Institute does not consider applications from any applicant who would be aged 16 or under at the start of the programme.

There are no upper age restrictions on the programme.

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## 7.0 Selection

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The Dyson Institute's admissions process is a multistage process: information about what to expect at each stage of the admissions process will be made available on the Dyson Institute website in advance of applications opening.

The stages are designed to consider the skills and attributes which underpins the potential of applicants to succeed at the Dyson Institute These are:

- Passion for engineering and motivation;
- Curiosity;
- Work readiness;
- Resilience;
- Learning agility;
- Technical ability;
- Communication; and
- Collaboration.

The above factors, alongside formal qualifications, will be assessed throughout the selection and admissions process. Each applicant is individually assessed upon their own merits.

The assessments across the multi-stage selection process are facilitated by assessors drawn from the Dyson Institute Recruitment and Admissions team, Academic team, and Dyson Technology's Global Engineering team. All assessors complete formal training before being permitted to participate in the selection process. This training is required on an annual basis, regardless of prior involvement in the Dyson Institute's admissions process.

The Dyson Institute reserves the right to refuse admission to applicants who have not met the entry criteria, do not have the right to work (full time) and study in the UK, or who are considered to be unsuitable for a place on a particular programme or for employment at Dyson Technology Ltd.

The Dyson Institute will not tolerate inappropriate, or verbally abusive treatment of its staff or students. Any such behaviour by a prospective student, applicant, offer holder or their representative can be considered against their application or offer and ultimately result in the rejection of an application or withdrawal of an offer.

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### 7.1 Stage one: application

The individual must submit an application via the Dyson Institute website, which includes information about their education history, predicted grades and personal statement. The academic background of the applicant will be reviewed by the Recruitment & Admissions team, to confirm their eligibility for the programme. Applicants will receive notification by email as to whether they can progress to the next stage of the process within 10 working days.

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### 7.2 Stage two: online assessment

The second stage of the admissions process is the completion of both a numerical and a diagrammatic reasoning test, administered online. These are designed to assess the applicant's logic and problem-solving aptitude.

Applicants will also complete a personality profile questionnaire to assess their suitability for the programme against certain key attributes that have been defined as supporting student success on programme.

Applicants who do not meet the required benchmark for these tests will be unable to progress their application. The threshold benchmark will be the same for all applicants. Applicants will receive notification as to whether they can progress to the next stage of the process within 10 working days of the final testing deadline. The exact date of this will be published on the website each year, prior to applications opening.

Applicants who meet the required benchmarks will be progressed to personal statement review, where the Recruitment & Admissions team will assess their personal statement, based on an agreed assessment matrix. Applicants who achieve a score above an agreed threshold will progress to the next stage of the selection process. Applicants will receive an email notification as to whether they can progress to the next stage of the process within 10 working days of the final testing deadline. The exact date of this will be published on the website each year, prior to applications opening.

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### **7.3 Stage three: telephone interview**

Stage three of the selection process is a phone interview, with a member of the Dyson Institute team. The purpose of this phone interview is to further understand the applicant's motivation and understanding of the Dyson Institute and assess some of the non-academic, behavioural entry criteria. Applicants will receive an email notification as to whether they can progress to the next stage of the process within 10 working days of the final date of the telephone interview schedule. The exact date of this will be published on the website each year, prior to applications opening.

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### **7.4 Stage four: assessment day**

The final stage of the assessment process is typically an 'assessment day': a day of in-person assessments held on site at the Dyson Institute campus. Multiple assessment days will be held across a period of weeks. The exact dates of these will be published on the website each year, prior to applications opening. The content and structure of every assessment day will remain consistent in each admissions cycle.

The formal assessments held will include:

- A group exercise; and
- A technical interview with Dyson Technology Ltd engineers and Dyson Institute academics

All assessors are required to evaluate applicant performance in accordance with an assessment matrix.

In addition to the formal assessment, the assessment day offers an opportunity for applicants to learn more about the Dyson Institute and Dyson Technology Limited, enabling them to make an informed decision about whether to accept an offer of a place at the Dyson Institute (if an offer is made).

In a situation where it is not possible to hold a physical assessment day, these activities will be held virtually. This would include:

- An alternative assessment: a virtual technical interview via video call. This activity would assess the same skills and attributes as a face-to-face technical interview; and

- Online activities e.g., webinars, will be held to ensure applicants have all the information required to make an informed decision.

Applicants will be notified of the alternative arrangements as soon as possible.

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## 7.5 Final selection

Once Stage 4 is completed, all assessors will submit their feedback to:

- The Undergraduate Recruitment & Admissions Manager;
- The Undergraduate Recruitment & Conversion Officer; and
- The Head of Programme

The Undergraduate Recruitment & Admissions Manager and Head of Programme will consider the assessment and feedback for each applicant and determine to what extent the individual meets the selection criteria. If more information about an applicant's performance is required, they may contact the relevant assessors. Based on this, and the number of available places, the Undergraduate Recruitment & Admissions Manager and Head of Programme will propose the 'shortlist' of applicants to be made an offer, to be reviewed by the Admissions Panel and to be signed off by the Director of the Dyson Institute.

The Admissions Panel consists of:

- The Undergraduate Recruitment & Admissions Manager
- The Undergraduate Recruitment & Conversion Officer
- The Head of the Programme
- The Head of the Undergraduate Experience and Professional Development
- The Admissions Tutor

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## 7.6 Offers

Unsuccessful applicants will be informed by email within this period. Feedback will be given on request, within the constraints of the resources available and it may be the case that feedback can only be given in general terms.

Successful applicants will receive a conditional offer, verbally and by email, within four weeks of Stage 4. An 'offer pack' including relevant documentation will be sent in July.

Offer holders are typically expected to confirm their formal acceptance of an offer within 10 days, by completing the relevant offer paperwork, including employment contract.

The Dyson Institute does not issue unconditional offers. All offers are conditional on the offer holder:

- achieving, or having already achieved, the required entry criteria for their chosen programme of study; and
- meeting the criteria for employment by Dyson Technology Ltd and signing an employment contract with Dyson Technology Ltd.

The agreement between the Dyson Institute and the offer holder will only come into force when those conditions have been fully satisfied and the offer holder has completed their registration with the Dyson Institute and has commenced their employment with Dyson Technology Ltd.

On enrolment, applicants undertaking an apprenticeship programme will also be required to sign an Apprenticeship Agreement and the Commitment Statement.

The Commitment Statement sets out the obligations of Dyson Institute, Dyson Technology Ltd and the offer holder in relation to the apprenticeship.

Offer holders who do not achieve their required grades will automatically have their offers revoked unless:

- They can evidence that they have requested a remark which may result in them meeting the required academic entry criteria. In this instance, the Dyson Institute will usually hold the offer holder's place open for a maximum of two weeks while the remark is secured. The Dyson Institute does not offer the reimbursement of remark fees.

They have experienced exceptional circumstances during their latter A Level (or equivalent) studies and exams that impacted achieved grades, which may include but are not limited to:

- Recovery from an injury, medical or mental health condition;
- Close bereavement;
- Victim of a serious crime.

The Dyson Institute will review these exceptional circumstances, and may require evidence of these, to make an assessment on whether the individual is still capable of the programme.

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## 7.7 Withdrawal of application

If an applicant decides not to continue in the application process, they can withdraw their application at any point in the admissions process by emailing the Recruitment and Admissions team ([admissions@dysoninstitute.com](mailto:admissions@dysoninstitute.com)). An applicant who has withdrawn their application will be required to re-apply if they wish to join the Dyson Institute in the future.

If an offer holder would like to withdraw after they have returned their contract of employment to Dyson Technology, the withdrawal would be considered in accordance with the terms agreed in the contract of employment.

The Dyson Institute reserves the right to withdraw an application on behalf of an applicant who has failed to reply to a communication from the Dyson Institute or complete an assessment stage within a required timeframe. Applicants may request for their application to be reinstated, if such a request is possible within the timeframes required by the admissions process.

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## 8.0 Registration

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### 8.1 Prior to registration

In order to register, all offer holders will be required to present original academic and personal documentation and certification. This will include:

- Proof of identity, nationality, and right to work in the UK such as:
  - Passport;
  - Birth certificate / adoption certificate / certificate of naturalisation (when provided in conjunction with photographic ID)
- Proof of address
- Original certified evidence of academic qualifications
- Signed employment contract and Non-Disclosure Agreement with Dyson Technology Limited.

Offer holders will also be required to pass relevant employment checks, which include:

- ID verification;
- Proof of National Insurance;
- Activity and gap verification for past three years;
- Adverse media check (published material; not social media);
- DBS check.

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### 8.2 Registration

Registration is an online process and will take place as part of induction.

During the registration process, students will be required to confirm that they:

- agree to be a student at the Dyson Institute for the academic year
- agree to abide by the Dyson Institute’s academic regulations and policies; and
- have checked and updated key personal information in their student record.

Students who do not enrol at the Dyson Institute within 30 days of the start of the academic year will not be permitted to begin their studies nor begin work.

All students are required to re-enrol at the Dyson Institute on an annual basis.

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### 8.3 Employment at Dyson Technology

All Dyson Institute offer holders will be employed by Dyson Technology Limited. Prospective students must have received, met the criteria for, and accepted an offer of employment with Dyson Technology Limited before they can be registered. The Dyson Institute will issue the employment contract to successful applicants on behalf of Dyson Technology Limited.

A student’s registration at the Dyson Institute is contingent on their continued employment at Dyson Technology Limited.

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## 9.0 Withdrawal of an offer or termination of registration

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The Dyson Institute reserves the right to reject any application or withdraw an offer, at any point, in the selection and admissions process, if it believes that the application is fraudulent or plagiarised. It may also terminate a student's registration if they are found at a later date to have been admitted on the strength of fraudulent information.

In order to ascertain whether an application is fraudulent, the Dyson Institute may request additional information to verify an application or put the application process on hold whilst investigating the alleged fraudulent application. An applicant's failure to comply with an investigation or request for further information may result in the rejection of their application. Individuals who have previously submitted a fraudulent application will be prohibited from reapplying.

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## 10.0 Data protection

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The Dyson Institute complies with the provisions of the United Kingdom's Data Protection Act 2018 and the General Data Protection Regulation 2016.

By submitting an application for study at the Dyson Institute, applicants acknowledge that the Dyson Institute will use their personal data for the purposes of managing the application, selection and admissions procedures of the Dyson Institute. This may include sharing the data with third parties contracted to process applications or assessments on behalf of the Dyson Institute.

The Dyson Institute will process personal data of enquirers, applicants, offer holders and students in accordance with its Data Privacy Policy.

The Dyson Institute will conduct a human review of any admissions decisions made by an automated process, where such a review is requested.

The Dyson Institute will use anonymised data collected as part of an individual's application for the purpose of fulfilling reporting requirements, such as statutory returns to the Higher Education Statistics Authority (HESA) or the Office for Students (OfS), as well as monitoring and evaluation the process and progress against access and participation aims.

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## 11.0 Complaints and appeals

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The Dyson Institute is committed to consistent, transparent, fair, and professional practice. If an applicant is concerned about any aspect of the admissions process, they may consider making a complaint or appeal. Their decision to make a complaint or appeal will in no way prejudice the Dyson Institute's opinion of the applicant or its admissions decision.

Complaints and appeals will only be accepted from the individual who applied to the programme of study. Appeals will not be accepted from parents/guardians, carers, friends, teachers or any other third party on behalf of an applicant.

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### 11.1 Definitions

In this Section all references to a post holder in the Dyson Institute should also be read as referring to any person (including external parties) to whom the roles and responsibilities of that post holder have been delegated.

Academic or Professional Judgement is a judgment that is made about an application where only the opinion of an academic expert is sufficient. A decision about an application will usually involve Academic or Professional Judgment. The following areas do not involve Academic or professional Judgment: decisions about the fairness of procedures, whether they have been correctly interpreted, what the facts are, how an Applicant has been communicated with, whether an opinion has been expressed outside the area of an academic's competence, the way the evidence has been considered, whether there is evidence of bias or maladministration.

An Applicant is an enquirer, applicant, or a holder of an offer to study at the Dyson Institute.

An Admissions Appeal is a request by an Applicant for a formal review of an admissions decision by the Dyson Institute under the terms of this Policy.

A Complaint is a formal expression of dissatisfaction by an Applicant about the handling of their application by or on behalf of the Dyson Institute. A Complaint must be made in writing, following the process set out in this section.

Review means a request by an Applicant for a review of any Admissions Appeal decision made under Stage One of the complaints procedures set out in this section.

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### 11.2 Admission Complaints

Most issues can be resolved without the Applicant needing to make a formal Complaint. If an Applicant is dissatisfied with any aspect of the admissions process, the Dyson Institute encourages Applicants to raise the matter informally (e.g., by phone, email, or in person on assessment day) so that the issue can be discussed informally and, hopefully, result in a satisfactory resolution.

Any staff member receiving an informal Complaint or feedback regarding admissions must inform the Applicant of their right to complain formally if the issue is not resolved to their satisfaction.

The Dyson Institute reserves its rights to terminate the consideration of any Admissions Complaint or Appeal under this Policy if it considers it to be made by an Applicant without foundation or in bad faith. In cases of such vexatious or malicious Complaints or Appeals the member of staff dealing with the matter will write to the Applicant to explain why the consideration of the Admissions Complaint or Appeal is being terminated.

Anonymous Complaints will not be considered.

### **11.2.1 Stage 1 – Formal Admissions Complaint**

Applicants wishing to make a formal complaint should do so by completing the Admissions Complaints and Appeals Form, available in the appendix to this Policy, and submitting the completed form (and any evidence) to [dysoninstitute.regulation@dyson.com](mailto:dysoninstitute.regulation@dyson.com) within 10 working days of the relevant admissions decision or action.

Within five working days of receipt, a member of the Dyson Institute's Governance Team will respond to the Applicant to acknowledge receipt of their Complaint and advise any member(s) of staff concerned, through their line manager and in writing, that the Complaint has been received and the substance of the Complaint.

A designated representative from the Governance Team will conduct an investigation into the complaint and consider any associated evidence, written or otherwise, and hold discussions with staff/assessors or the applicant to facilitate the investigation. An applicant or staff member may be asked to provide any documentary or written evidence required.

All parties must be given at least five working days' notice before any meeting to which they may be invited. An earlier meeting may be arranged with the agreement of all parties.

Following their investigation, the Governance representative will record their findings and offer a recommendation as to an appropriate outcome if required to the Undergraduate Recruitment & Admissions Manager within 10 working days.

The Undergraduate Recruitment & Admissions Manager will consider the report and recommendations, and write to the Applicant within 10 working days of receiving the report, to inform them as to:

- Whether the Complaint has been upheld, partially upheld or not upheld;
- The reasoning behind this decision;
- Any action to be taken including any remedy or redress
- The action that will be taken as a result of the decision;
- Make them aware that the Applicant can seek a review of their decision under Stage 2 of this Policy if they remain dissatisfied with the outcome of Stage 1

### **11.2.2 Stage 2 – Request for Review of Admissions Complaint**

If the Applicant does not consider that their Complaint has been resolved by the outcome of Stage 1 then they may request that the Complaint decision is reviewed under Stage 2 below.

The request for a Complaint Review at Stage 2 must be made by the Applicant in writing to the Director of the Dyson Institute within 10 working days of receiving the Stage 1 Complaint Decision or any correspondence confirming the outcome of any resolution undertaken under Stage 1. The request should set out why the outcome of Stage 1 Complaint does not resolve the Complaint. No new evidence can be introduced at this point.

The Director will conduct a Review of the Stage 1 Complaint documentation and investigation and advise the Applicant in writing of the outcome of the Stage 2 Review within 10 working days. The Stage 2 Complaint Review decision of the Director will be final.

The outcome of the Stage 2 Complaint Review could include the original Stage 1 Decision being upheld, overturned, or amended, and will be conveyed to the Undergraduate Recruitment and Admissions Manager and member of the Governance Team involved.

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### 11.3 Admissions Appeals

Admissions decisions are made on the basis of the judgement of professional admissions staff and the most common reason for an unsuccessful application for admission is that the Applicant does not meet the entry requirements either in terms of the subjects required or achievement in terms of required grades. Applications may also be declined where the programme is full for the period for which the application is made. Applicants do not have the right to appeal against the Academic or Professional Judgement made in respect of their application.

An Admissions Appeal may only be submitted on the following grounds:

- Procedural error(s) affecting the outcome of the application such that there is reasonable doubt as to whether the outcome of the application might have been different had the error not occurred

Admissions Appeals will be considered on their merit but Admissions Appeals which are based exclusively on one or more of the grounds below will be rejected by the Governance Team:

- Admissions Appeals against the Academic or Professional Judgement of selectors.
- Admissions Appeals where the application was received after the published application deadline.
- The retrospective reporting of mitigating circumstances that might have been reasonably known at the time of the application.
- Failure by the Applicant to attain the entry qualifications specified in the conditions of offer.

Applicants are encouraged to raise questions, concerns and seek feedback on the decision to reject their application before lodging an appeal.

#### 11.3.1 Stage one: Formal Admissions Appeal

If, after receiving feedback on the admissions decision, the Applicant wishes to lodge a formal Admissions Appeal at Stage One they may do so by completing the Admissions Complaints and Appeals Form (available in the appendix to this policy) and submitting the form (and any evidence) to [dysoninstitute.regulation@dyson.com](mailto:dysoninstitute.regulation@dyson.com) within 10 working days of the admissions decision.

The request for a Stage One Admissions Appeal request will be reviewed by a member of the Governance Team. Receipt of the Admissions Appeal request and either the rejection or acceptance for a review of the process that led to the decision will be acknowledged within 10 working days.

The Appeal request and any accompanying evidence will then be forwarded to a member of the Governance Team who has not been involved so far. A formal response is to be provided to the applicant within 15 working days. This response will indicate whether the Applicant's Admissions Appeal is upheld or rejected, and the reasons for the decision. The decision will also be conveyed to the Undergraduate Recruitment and Admissions Manager.

Where the Stage One Admissions Appeal is upheld, the response shall also indicate the outcome of the Dyson Institute's reconsideration of the application and whether the Applicant can proceed in the selection process.

Unless a Review of an Admissions Appeal is requested and accepted, the decision of the Dyson Institute in relation to the Stage One Appeal is final.

### **11.3.2 Stage Two: Request for Review of Admissions Appeal**

An Applicant who is dissatisfied with the outcome of the Stage One Admissions Appeal may request a Stage 2 Review of their Admissions Appeal by the Director of the Dyson Institute on the following grounds:

- Procedural error(s) affecting the outcome of the Stage One Admissions Appeal such that there is reasonable doubt as to whether the outcome of the Admissions Appeal might have been different had the error not occurred.

A Stage 2 Review of an Admissions Appeal is conducted by the Director and can be requested by emailing [dysoninstitute.regulation@dyson.com](mailto:dysoninstitute.regulation@dyson.com). The email must be submitted within 10 working days of the Stage One Admissions Appeal decision and set out the grounds on which the Stage Two Review is requested.

The Director will undertake a review of the initial process, and the Stage 1 review and will reach a decision and send the Applicant a formal Stage Two Review decision within 20 working days of receiving their Review request. The decision letter will set out the decision, including the reasons for the decision.

If the Director believes the Admissions Appeal should be upheld, the response shall indicate the outcome of The Dyson Institute's reconsideration of the application. This may result in the Applicant being asked to progress with their application, if their application was rejected prior to the final stage of the selection process, or the applicant is awarded a place at the Dyson Institute if rejected in the final phase.

The decision of the Director is final, and no other further appeal is permitted.

Information gathered in the course of an Admissions Appeal will be securely stored and held in accordance with the Dyson Institute's Privacy Notice. To ensure compliance with data protection principles, admissions records for unsuccessful candidates should only be retained for longer than a year where there is good (and documented) reason for doing so.

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## 12.0 Appendix

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### Admissions Complaints and Appeals Form

This form is to be used to submit a formal Complaint or Appeal relating to the admissions process or an admissions decision.

Once you have completed the form, please attach to an email along with any associated evidence and email it to [dysoninstitute.regulation@dyson.com](mailto:dysoninstitute.regulation@dyson.com)

You will normally receive a response acknowledging your email within 10 working days.

This form must be submitted within 10 working days of the admissions decision to which your Admissions Appeal relates if you are seeking to make a formal Admissions Appeal under this Policy, or three months of the occurrence that your Complaint relates to if you are seeking to make a formal Complaint under this Policy.

Applicant name	
Email	
Telephone number	
Date of the admissions decision or occurrence which this complaint or appeal refers to	
Are you making a Complaint or an Appeal?  A Complaint is a formal expression of dissatisfaction by an Applicant about the handling of their application by or on behalf of The Dyson Institute.  An Appeal is a request by an Applicant for a formal review of an admissions decision by The Dyson Institute under the terms of The Dyson Institute's Admissions Policy.	

#### Complaints

Please identify the subject(s) of your complaint.

Please set out the key points of your complaint, including:

- A brief summary of your complaint including the underlying facts and key dates;
- A summary of what you think was done wrong; and
- A summary of any evidence supporting your complaint.

Please provide a numbered list of any supporting evidence you are attaching along with this form. The document names of the evidence you attach should match those listed below.

Please outline the outcome(s) you are hoping for as a result of this complaint.

## Appeals

Please note, the only basis for an Admissions Appeal is procedural error(s) affecting the outcome of the application such that there is reasonable doubt as to whether the outcome of the application might have been different had the error not occurred. Appeals on any other ground will not be considered.

Please identify the admissions decision that you are appealing

Please explain why you consider that procedural error(s) affecting the outcome of the application such that there is reasonable doubt as to whether the outcome of the application might have been different had the error not occurred have been made.

Please note that an admissions decision will not normally be reviewed unless it appears that a substantial error has occurred.

Please provide a numbered list of any supporting evidence you are attaching along with this form. The document names of the evidence you attach should match those listed below.

Please outline the outcome(s) you are hoping for as a result of this appeal.

Statement by applicant (please tick to indicate your agreement with each statement)	
I have read the Dyson Institute's Admissions Policy	
I understand that in order to investigate my Complaint or Appeal, the Dyson Institute may need to process personal details about me, which could include sensitive information	
I understand that the Dyson Institute may need to exchange information about my Complaint or Appeal with other persons and organisations both within and without of t  The Dyson Institute, including disclosing this completed Admissions Complaints and Appeals Form and my accompanying evidence where necessary (for example, to collect information or to seek statements from relevant persons or bodies)	
The information I have given on this form is true, correct and complete, to the best of my knowledge	

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_