

GIS Admissions Framework

Owner:	COO
Author:	Registrar
Version Number:	V1.0
Approval Date:	22 June 2026
Approved By:	Academic Board
Date of Commencement:	23 June 2026
Date of Last Review:	12 June 2026
Date of Next Planned Review:	11 June 2027

1. Purpose

This framework explains how the Global Institute of Sport (GIS) manages applications and offers for courses awarded by our partner universities.

It is designed to help applicants understand how admissions decisions are made and to help GIS staff apply admissions requirements fairly, consistently and in line with the relevant awarding body's rules.

- University of East London (UEL); and
- Vrije Universiteit Brussel (VUB).

GIS manages the application and offer process, but the course you are applying for is awarded by the relevant partner university. This means that the awarding body's admissions requirements, academic regulations, terms and conditions, and enrolment or registration requirements take precedence where they apply.

This framework does not replace the admissions policies, regulations or terms of the relevant awarding body. It explains how GIS applies those requirements through its own admissions process.

2. Scope

This framework applies to applications for current GIS-managed courses awarded by UEL or VUB.

It applies from the point of enquiry through to the point at which an applicant has a firmly accepted unconditional offer. At that point, the admissions stage is complete and the applicant moves into enrolment.

This framework does not apply to:

- non-degree products;
- short courses;
- CPD activity;
- events;
- summer schools;
- other commercial or training activity, unless specifically brought within this framework.

Detailed staff workflows, system instructions, template management, evidence-checking steps and operational process notes are held separately in internal admissions guidance.

3. Status of this framework

This is a GIS framework. It is not an awarding body admissions policy.

Where there is any inconsistency between this framework and the requirements of the relevant awarding body, the awarding body's requirements take precedence.

GIS may set additional operational controls, such as internal checks, communication standards, record-keeping expectations and escalation routes, provided these do not conflict with the relevant awarding body's requirements.

Where GIS operational practice appears to differ from a published awarding body policy or process, the awarding body position will normally take precedence unless GIS has written confirmation that a delegated or varied arrangement applies. Any apparent difference must be escalated to the Chief Operating Officer and Registrar, recorded, and reflected in the partner variation table where appropriate.

4. Key definitions

Awarding body: the university that awards the course. For courses within the scope of this framework, this means UEL or VUB.

Applicant: a person who has applied or is applying for a GIS-managed course before an offer is made.

Offer holder: a person who has received an offer but has not yet reached the enrolment stage.

Pre-enrolment offer holder: a person who has firmly accepted an unconditional offer but has not yet completed enrolment.

Offer: a formal offer of a place on a GIS-managed course, issued under the admissions arrangements for the relevant awarding body.

Conditional offer: an offer that requires the applicant or offer holder to meet one or more conditions before the offer can become unconditional.

Unconditional offer: an offer made only where all admissions requirements have already been met.

Alternative offer: an offer for a course different from the course the applicant originally applied for.

Firmly accepted unconditional offer: an offer that has been accepted by the applicant or offer holder and has no outstanding admissions conditions.

Enrolment: the process that happens after a firmly accepted unconditional offer. It may include required steps with GIS and the relevant awarding body. Enrolment concludes when the applicant becomes a registered student with the awarding body.

Registered student: a person whose enrolment and registration with the awarding body are complete.

Partner variation table: the table in this framework that summarises how the admissions process varies between UEL-awarded and VUB-awarded courses.

5. Admissions principles

The below principles should guide all admissions related activity taking place at GIS, including (but not limited to) offer making, information advice and guidance provided to applicants, open days and events and general recruitment activity.

Fairness and consistency

Admissions decisions must be fair, transparent, consistent and non-discriminatory.

Applicants should be assessed against the relevant entry requirements and evidence requirements for the course and awarding body. Similar cases should be treated consistently, while allowing for individual judgement where the awarding body permits this.

Reasonable prospect of success

Admissions decisions are intended to ensure that applicants offered a place have a reasonable prospect of succeeding on the course.

This judgement must be based on evidence, such as qualifications, experience, English language ability where relevant, prior learning, professional background, personal statement or other information permitted by the relevant awarding body.

Reasonable prospect of success does not replace the published entry requirements or awarding body rules. It explains the purpose of applying those requirements fairly and consistently.

Awarding body requirements

GIS applies the published entry criteria approved by the relevant awarding body.

GIS may consider equivalent qualifications, international qualifications, relevant professional experience, prior learning or other evidence of ability where this is permitted by the relevant awarding body's admissions requirements.

Equality, diversity and fair admissions

Admissions decisions must not be based on assumptions about applicants because of protected characteristics or personal circumstances.

GIS will take reasonable steps to ensure that admissions communications and processes are accessible. Applicants who disclose a disability, health condition, wellbeing concern or support need may be signposted to Learning Support, and Learning Support may advise Admissions where required.

Support needs should not normally determine an admissions decision. Admissions decisions should be based on academic eligibility, entry requirements, evidence and reasonable prospect of success.

Contextual information may be considered only where this is permitted by the relevant awarding body.

6. Roles and responsibilities

GIS Admissions

GIS Admissions manages the admissions process and issues admissions decisions under the delegated authority of the relevant awarding body.

Trained Admissions staff may make and issue standard admissions decisions externally, provided the decision is within the relevant criteria, awarding body requirements and this framework.

Non-standard, complex or higher-risk cases must be escalated before a final decision is issued. This may include cases involving unclear equivalence, non-standard entry routes, unusual documentation, potential inconsistency with partner requirements, significant applicant complaints or a decision that may create precedent.

Recruitment and applicant advice

Recruitment staff, agents and other applicant-facing teams may provide general course information, guidance on application requirements and signposting to published entry criteria.

They must not assess eligibility, guarantee an offer, or indicate a formal admissions outcome. Formal admissions decisions must be made by GIS Admissions.

Academic input

Admissions remains responsible for managing the admissions process and issuing decisions, but may seek academic input where specialist judgement is needed.

This may include cases involving unclear subject background, unusual qualifications, professional experience being used to support entry, unclear study content, portfolio evidence, written work or uncertainty about whether the applicant has a reasonable prospect of success.

Where academic input is used, the records should be maintained showing what advice was sought, the advice received, how it informed the decision and any conditions or follow-up actions attached.

Learning Support

Learning Support may advise Admissions where an applicant discloses a disability, health condition, wellbeing concern or support need, or where an adjustment to the admissions process may be required.

Learning Support may advise on accessibility, communication needs, reasonable adjustments, evidence submission or applicant support planning. Admissions decisions remain separate from support decisions.



**GLOBAL
INSTITUTE
of SPORT**

**MASTER THE GLOBAL
SPORTS INDUSTRY**

Agents and representatives

Agents or representatives supporting applicants must receive appropriate briefing or guidance so that they understand:

- the limits of their role;
- that they must not guarantee offers or outcomes;
- the need to use approved GIS and awarding body information;
- how to refer applicants to GIS Admissions where eligibility, offer conditions or partner requirements need confirmation.

Where an application is submitted or supported by an agent or representative, the admissions record should identify the agent or representative linked to the application.

Concerns about agent conduct, including misleading information, inappropriate advice, inaccurate submissions, pressure selling or failure to use approved information, will be managed in line with the GIS Marketing and Recruitment Code of Practice and any relevant agent management procedures.

7. Applicant journey

The standard applicant journey is:

1. Enquiry
2. Application
3. Assessment
4. Decision
5. Offer acceptance
6. Conditions met
7. Firmly accepted unconditional offer
8. Enrolment
9. Registered student

Admissions activity begins at the enquiry stage. From that point, information, advice, guidance, assessment and applicant communications must be consistent with the relevant awarding body requirements and GIS admissions standards.

Admissions ends when the applicant has a firmly accepted unconditional offer. Enrolment begins after that point and concludes when the applicant becomes a registered student with the relevant awarding body.

A person may still withdraw from the admissions process at any point before enrolment is complete. Once enrolment is complete and the person is a registered student, withdrawal is handled through the relevant student withdrawal, cancellation or awarding body process.

8. Application routes

Applicants may apply directly to GIS or through UCAS where that route is available for the relevant course.

The same admissions principles, entry criteria and awarding body requirements apply regardless of application route. However, practical steps may differ, including application submission, deadlines, communications, offer acceptance, status updates and record management.

Where an application is made through UCAS, GIS will comply with applicable UCAS business rules, scheme rules and operational requirements. Where a UCAS requirement conflicts with a GIS admissions process requirement, the UCAS requirement will take precedence for that application route, provided this does not conflict with the relevant awarding body's requirements.

For UCAS applications, offer acceptance, applicant replies, deadlines, status updates and related admissions records must be managed in line with UCAS requirements.

For direct applications, applicants accept offers through the GIS admissions process. GIS records the acceptance and manages the applicant's progression towards enrolment.

9. Application acknowledgement and response times

GIS acknowledges receipt of direct applications.

For UCAS applications, acknowledgement, status visibility and application tracking are handled through UCAS processes, although GIS may contact applicants separately where needed as part of the admissions process.

GIS will normally assess applications and issue a response within 5 working days of receiving an application. The response may be:

- an admissions decision;
- a conditional offer;
- a request for further information;
- confirmation that the application cannot yet be assessed;
- another appropriate update.

For VUB-awarded courses, the GIS response time applies to the GIS admissions response. VUB's own application, document verification and enrolment steps follow VUB's own timescales and may take longer.



**GLOBAL
INSTITUTE
of SPORT**

**MASTER THE GLOBAL
SPORTS INDUSTRY**

10. Assessment of applications

GIS Admissions may review academic eligibility, English language evidence, documents, fee status and other admissions requirements in the order that is most practical for the application.

Where permitted by the relevant awarding body, GIS may consider contextual information or extenuating circumstances as part of the assessment. This may include personal circumstances, educational background, barriers to achievement or other relevant factors that may have affected previous academic performance.

Contextual information and extenuating circumstances do not replace published entry requirements unless the relevant awarding body rules allow this. The basis for any decision relying on such information must be recorded.

Applicants are responsible for submitting a complete and accurate application. Admissions checks completeness during assessment and may request further information where needed.

GIS may provide general advice or informal guidance on likely eligibility before an application is submitted. This guidance is non-binding, based on the information available at the time, and remains subject to full application assessment, evidence verification and the relevant awarding body requirements.

For VUB-awarded courses, GIS may advise on likely GIS eligibility, but must not assure applicants that they will be accepted by VUB or that VUB's own application, document verification, language evidence, study contract or enrolment steps will be completed successfully.

11. Entry requirements and equivalence

GIS applies the published entry criteria approved by the relevant awarding body.

The awarding body approves or determines the academic entry requirements. GIS is responsible for ensuring that any entry requirements published or communicated by GIS are accurate, current, controlled and consistent with the awarding body position.

GIS may propose changes to entry requirements, but any change must be approved by the relevant awarding body before being published, communicated or used in admissions decision-making.

GIS may assess international qualifications using recognised equivalency tools and admissions judgement, informed by the relevant awarding body's admissions rules, regulations and approved entry criteria.

GIS may use recognised qualification verification and equivalency sources, including UK ENIC, awarding body guidance, official institution records, qualification databases and other credible sources.

Where an equivalency source confirms broad level equivalence, but the applicant's subject, grade, awarding institution, transcript, grading scale or study content is unclear, GIS may request further evidence before making or confirming an admissions decision.

12. Non-standard applicants

A non-standard applicant is an applicant whose eligibility cannot be assessed solely through the standard published entry criteria or usual evidence.

Non-standard applicants may be considered where permitted by the relevant awarding body. Decisions should be supported by a clear rationale and appropriate evidence.

The enhanced review model is:

- Admissions makes the initial assessment;
- academic input is required where academic suitability is unclear;
- Registrar oversight applies where there is compliance, fairness, precedent or awarding body uncertainty;

Previous failed study, interrupted study, academic exclusion, withdrawal for non-engagement or misconduct may be considered where it is known and relevant to assessing the applicant's reasonable prospect of success.

Previous or outstanding non-payment is not normally an admissions decision, but may affect enrolment, registration or access after an offer has been made.

Where information in an application or applicant history raises a possible safeguarding concern, Admissions may pause the application and seek safeguarding advice. Admissions should not make a safeguarding assessment on its own. Safeguarding advice may inform how the application is managed, but the admissions decision must still be made under the relevant admissions requirements, awarding body rules and this framework.

13. Personal statements, references and additional evidence

A personal statement is requested as part of the application. It helps GIS understand the applicant's motivation, relevant experience, academic readiness, professional background and reasons for applying.

The personal statement is supporting evidence only. It does not replace the need to meet academic, English language, identity, evidence or other admissions requirements.

References may be requested where they are required by the relevant course or awarding body, or where they would help GIS assess a non-standard application, professional experience, prior learning, academic readiness or reasonable prospect of success.

Where references are required or requested, they should normally come from an academic or professional referee who can comment on the applicant's qualifications, experience, readiness for study, professional background or suitability for the course.

GIS may request additional evidence such as a portfolio, written statement, professional practice evidence, employment history, references or other supporting material where this is needed to assess relevant experience, academic readiness or reasonable prospect of success.

Admissions may review additional evidence as part of the application, but should seek academic input where the evidence relates to course-specific knowledge, academic readiness, professional practice, portfolio quality or reasonable prospect of success.

14. Recognition of prior learning

GIS may identify where Recognition of Prior Learning, Accreditation of Prior Learning or advanced entry may be relevant to entry, exemption or direct entry to a later stage of a programme.

Any Recognition of Prior Learning, Accreditation of Prior Learning or advanced entry decision must be made in accordance with the relevant awarding body's rules and approval process, and must be recorded.

For UEL-awarded courses, requests that involve prior learning, exemption or advanced entry should normally be considered through a two-stage process: initial GIS course leader review of academic fit and curriculum alignment, followed by UEL academic approval where required before the outcome is confirmed to the applicant.

Applications for direct entry into Year 2 of an undergraduate programme may be submitted directly or through UCAS where that route is available. They must be assessed case by case, including the modules previously studied, grades achieved and whether the prior learning sufficiently aligns with the learning outcomes and prerequisites of the relevant GIS programme.

Applicants seeking Year 2 entry are normally expected to meet the standard Year 1 entry requirements for the course, unless the relevant awarding body confirms that an exception or alternative basis for entry is permitted.

15. English language requirements

GIS applies the English language requirements set by the relevant awarding body.

GIS is responsible for checking that English language evidence is complete, current, authentic and meets the relevant criteria before an offer is confirmed or conditions are cleared.

Previous study in English may be accepted as English language evidence only where this is permitted by the relevant awarding body rules. Applicants may be asked to provide evidence of the language of instruction, award documentation, transcripts, institutional confirmation or other evidence required by the awarding body.

Where English language evidence is close to expiry, unclear or not clearly within the accepted validity period, GIS may request updated evidence before clearing the English language condition.

GIS may apply an English language waiver or exception only where this is permitted by the relevant awarding body's published criteria or written approval. Any exception must be recorded, including the basis on which it was permitted.



**GLOBAL
INSTITUTE
of SPORT**

**MASTER THE GLOBAL
SPORTS INDUSTRY**

For VUB-awarded courses, English language evidence must meet VUB's published requirements and accepted forms of proof. GIS may check English language evidence as part of the GIS admissions process, but any evidence required by VUB must meet VUB's own published criteria.

16. Identity, documents and verification

GIS may request identity evidence during admissions. Admissions verifies identity for admissions purposes by checking that identity evidence is consistent with the application record.

Where there are discrepancies, unclear documents or concerns about accuracy, Admissions may request clarification or further evidence before progressing the application or clearing relevant conditions.

Where application documents show different names, GIS may ask the applicant to provide evidence explaining the difference. This may include a passport, marriage certificate, deed poll, official identity document or other appropriate evidence. GIS may pause assessment or condition-clearing until the difference is resolved.

GIS normally assesses applications using uploaded or emailed copies of documents. However, GIS may request original documents, certified copies, clearer copies or further evidence where this is needed to verify authenticity, resolve inconsistencies, meet awarding body requirements or support enrolment.

Where documents are not in English, GIS may request an English translation where this is needed to verify the content, assess eligibility, confirm identity or meet awarding body requirements.

GIS will not automatically require translation where the relevant information can be verified without one. Where a non-English document is material to the admissions decision and GIS cannot verify its contents through other reasonable means, GIS may ask the applicant to provide an official or certified English translation.

For VUB-awarded courses, VUB requirements override the generic GIS position where VUB requires specific documents, originals, certified copies or certified translations. GIS may use a proportionate approach when assessing documents for the GIS offer, but applicants must still meet VUB's own document and translation requirements where those are required by VUB.

17. Alternative evidence

Where an applicant cannot provide standard documentary evidence, GIS may consider alternative evidence where this is permitted by the relevant awarding body and where the evidence is sufficient to support a fair admissions decision.

Alternative evidence may include confirmation from a previous institution, professional references, employment evidence, official statements, qualification verification services or other reliable evidence depending on the requirement being assessed.

Where GIS accepts alternative evidence in place of standard documentation, Admissions must record why the evidence was considered sufficient, what requirement it supports, and any conditions or limitations attached to the decision.

18. Fee assessment

GIS conducts fee assessments directly.

Fee assessment decisions are admissions-related operational decisions, but they are not academic admissions judgements.

Fee assessments must be recorded, based on the relevant criteria, supported by evidence where required, explainable to the applicant and escalated where the correct assessment is unclear.

GIS may request evidence where needed to support fee status assessment. This may include evidence of nationality, residency, immigration status, previous study location, domicile or other relevant information.

GIS may amend a fee assessment after an offer has been issued if new information becomes available. The offer record and applicant communication should be updated accordingly.

Once an applicant has enrolled, their fee status will normally remain fixed for the duration of the course. However, fee status may be reviewed in limited circumstances where the applicable fee status rules permit this. Any post-enrolment review should be handled under the relevant fee status, student records or finance process, rather than as an admissions decision.

Applicants may ask GIS Admissions to review a fee assessment where they believe an error has been made or where they can provide new or additional evidence. If the concern is about how the assessment was handled, the explanation provided, communication, delay or service quality, the applicant may use the GIS Complaints Policy.

19. Application fees, deposits, scholarships and finance

GIS does not normally charge an application fee. Where an external application route such as UCAS charges a fee, that fee is separate from GIS and is governed by the relevant external application route.

Applicants to VUB-awarded courses will be required to pay a VUB application fee where they complete VUB's direct application process. Applicants should consult the relevant GIS course listing for details.

Deposits, tuition fee payment schedules, payment deadlines and financial clearance are handled separately from the academic admissions decision.

Scholarships, discounts and bursaries are outside admissions decision-making. Offer letters will show the tuition fee position at the point of offer, but any approved scholarship, bursary, discount or fee adjustment may be applied later through the relevant finance or scholarship process.

Outstanding debt is not normally an admissions decision and should not determine whether an applicant is academically eligible or suitable for an offer. However, unresolved debt to GIS or a relevant awarding body may prevent enrolment, registration or access to the programme after an offer has been made, subject to the relevant rules and any payment arrangements agreed.

20. Admissions decisions

GIS may issue the following admissions outcomes:

- conditional offer;
- unconditional offer;
- alternative offer;
- unsuccessful decision;
- request for further information;
- fee assessment outcome;
- other partner-specific admissions outcome where required.

Where an applicant appears likely to meet the relevant admissions criteria but has not yet provided all required evidence, GIS may issue a conditional offer. The condition must be clear, proportionate and capable of being assessed before enrolment.

GIS may issue a conditional offer where an applicant does not yet meet all entry requirements, provided there is a reasonable basis to believe that the requirement can be met before the relevant deadline.

An unconditional offer may be issued only where all admissions requirements have already been met.

Where an applicant does not meet the criteria for their chosen course but appears to meet the criteria for another GIS course, Admissions may issue an alternative offer. The alternative offer must clearly explain that it is for a different course, why it is being offered, and any differences in entry requirements, conditions, fees, awarding body, delivery arrangements or contractual information.

Applicants are not required to accept an alternative offer.

21. Offer letters and applicant communications

Admissions must use approved GIS offer and communication templates, including any wording or information required by the relevant awarding body, UCAS or application route.

Applicant communications must be clear, accurate, professional and consistent with approved templates.

Staff must not vary offer conditions, entry requirements, fee information or awarding body information through informal email wording.

Verbal advice must not be treated as an offer, condition, fee assessment or formal admissions decision unless confirmed in writing by Admissions.

Offer letters and applicant communications must make clear:

- the course is managed by GIS;
- the course is awarded by the relevant awarding body;
- the awarding body's admissions requirements, terms and academic regulations apply where relevant;
- accepting a GIS offer does not itself mean that the applicant is fully enrolled or registered with the awarding body.

For UEL-awarded courses, offer communications must signpost applicants to the UEL Terms of Admittance before acceptance.

For VUB-awarded courses, offer communications must make clear that a GIS offer does not complete VUB enrolment. Applicants must complete any VUB application, document verification, acceptance, study contract or enrolment steps required by VUB before they become enrolled or registered.

22. Offer acceptance

For direct applications, an offer may be accepted by the applicant or by an authorised agent or representative where that authority is recorded and the representative is formally linked to the application.

For UCAS applications, offer acceptance must follow UCAS rules, including applicant replies, firm choice, insurance choice and reply deadlines.

Offer acceptance is handled by GIS, but the contractual status of that acceptance depends on the relevant awarding body model.

For UEL-awarded courses, UEL's Terms of Admittance state that the applicant enters into a contract with UEL once they accept an offer of a place on a UEL programme. GIS offer communications must signpost applicants to the UEL Terms of Admittance before acceptance.

For VUB-awarded courses, a GIS offer confirms GIS's admissions decision for the GIS-managed course. The applicant must still complete VUB's own application, document verification, acceptance, study contract or enrolment steps before they are officially enrolled with VUB.

Applicants should normally hold one accepted GIS offer for the same intake. Where an applicant receives more than one offer, they may choose which offer to accept. If an applicant accepts more than one GIS offer for the same intake, GIS may ask them to confirm which course they intend to proceed with before enrolment or registration activity continues.

23. Conditions and condition-clearing

GIS Admissions is responsible for confirming when offer conditions have been met and updating the applicant's status accordingly.



**GLOBAL
INSTITUTE
of SPORT**

**MASTER THE GLOBAL
SPORTS INDUSTRY**

Where Admissions needs input from Finance, Learning Support, an academic lead, the Registrar, the Chief Operating Officer or the relevant awarding body, Admissions may seek that input before confirming that conditions are cleared.

Where an applicant has only partly met the conditions of an offer, the offer remains conditional until all offer conditions have been met and cleared by GIS Admissions.

If an applicant does not meet offer conditions by the required deadline, GIS may, depending on the circumstances:

- withdraw the offer;
- extend the deadline where there is still time before enrolment or registration;
- approve a deferral to a later intake, subject to the normal limit of one deferral per application.

GIS may consider evidence submitted after a condition deadline on a case-by-case basis where there is still time to complete admissions and enrolment, the application or offer has not already been finally closed or withdrawn, accepting the late evidence is compatible with the relevant awarding body requirements, and any applicable UCAS requirements can still be met.

24. Enrolment and registration

A GIS offer confirms that GIS has made an admissions decision under delegated authority from the relevant awarding body. It does not necessarily mean the applicant has completed enrolment, registration, finance clearance, identity checks, terms acceptance or any other partner-specific requirements.

Admissions ends when the applicant has a firmly accepted unconditional offer. At that point, the applicant becomes a pre-enrolment offer holder and enters enrolment.

Enrolment is the process after a firmly accepted unconditional offer. It may include completing required steps with GIS and the relevant awarding body. Enrolment concludes when the applicant becomes a registered student with the awarding body.

Final student status depends on completion of the relevant enrolment or registration process with the awarding body.

For UEL-awarded courses, the applicant becomes a UEL student once they complete UEL enrolment. A GIS offer, or acceptance of a GIS offer, does not itself mean that the applicant has completed enrolment or become a registered student.

For VUB-awarded courses, applicants must complete VUB's required application, document verification and enrolment process, including signing the VUB study contract where required, before they are officially enrolled with VUB.

Once applicants become enrolled or registered students, they will be subject to the relevant awarding body's academic regulations.



**GLOBAL
INSTITUTE
of SPORT**

**MASTER THE GLOBAL
SPORTS INDUSTRY**

25. Deferrals and course changes

GIS may approve deferrals operationally, with a normal limit of one deferral per application.

For UCAS applicants with a deferred offer, any academic and non-academic offer conditions must be met by 31 August in the year in which the application was submitted, unless UCAS or the relevant awarding body confirms a different requirement. If the conditions are not met by the applicable deadline, the offer may be withdrawn and the applicant may need to reapply in the next application cycle.

An applicant may request to defer their offer to a later intake where the course remains available and the applicant can still meet any relevant admissions, enrolment and registration requirements. Where an applicant wishes to defer more than once, GIS may require a new application.

For VUB-awarded courses, a GIS offer may be deferred once under the GIS rule. However, the VUB application or enrolment process will typically need to be restarted where the applicant postpones to a later intake or academic year.

GIS may approve course changes operationally. Applicants may request to change course after applying or after receiving an offer. Admissions may approve the change where the applicant meets the entry requirements for the new course and the course is available for the relevant intake.

Before offer, Admissions may update the intended intake operationally where appropriate. After offer, any intake change is treated as the applicant's one permitted deferral for that application.

After enrolment or registration, requests to change course, defer, interrupt, transfer or withdraw are no longer admissions decisions. They must be handled under the relevant awarding body's student regulations and the applicable GIS or partner student records process.

26. Offer expiry, withdrawal and cancellation

Offers should include an acceptance deadline. If the applicant does not accept by that deadline, GIS may treat the offer as expired.

GIS may extend or reinstate an offer where appropriate, provided this is compatible with the relevant awarding body requirements, course availability, enrolment or registration deadlines and any applicable UCAS requirements.

Where an offer has expired and the applicant later wishes to proceed, GIS may decide to reinstate the offer, move the applicant to a later intake, or require a new application.

An applicant may withdraw from the admissions process at any point before enrolment is complete. Admissions will record the withdrawal and stop progressing the application.

Applicants and students will be informed of any statutory cancellation rights that apply under consumer protection law, including where a contract is formed by distance or off-premises means.

For UEL-awarded courses, cancellation rights are governed by UEL's Terms of Admittance, including the cancellation period stated there.

27. Offer withdrawal and error correction

GIS may withdraw an offer on proportionate operational grounds, including where an applicant does not meet the conditions of offer, does not provide required information, provides false or misleading information, does not complete required admissions steps, or where withdrawal is required by the relevant awarding body.

Offer withdrawal must be consistent with the relevant awarding body requirements, GIS applicant communication standards and consumer protection expectations.

Offer withdrawal is separate from preventing enrolment or registration. Offer withdrawal relates to the admissions decision itself. Preventing enrolment or registration may occur after an offer has been made or accepted, where the applicant has not completed separate requirements such as finance clearance, identity checks, acceptance of terms, awarding body registration steps or other enrolment requirements.

Where GIS identifies that an admissions decision, offer, condition, fee assessment or communication has been issued in error, GIS may amend, withdraw or reissue the decision or communication.

Before doing so, GIS should consider the nature of the error, when the error was identified, what the applicant or offer holder has been told, whether the applicant or offer holder has reasonably relied on the information, the relevant awarding body requirements and any consumer protection implications.

Where an error is caused by an agent or representative, the matter may be managed under the agent relationship, GIS Marketing and Recruitment Code of Practice or other relevant agent management process. GIS may still need to correct the admissions record, applicant-facing outcome, offer, condition, fee assessment or communication where the error affects the accuracy of the admissions process.

Applicants are responsible for telling GIS if information they have submitted is inaccurate, incomplete or has changed. Where GIS has sufficient evidence, Admissions may correct the applicant record. If the correction affects eligibility, fee status, identity, offer conditions, course choice, awarding body requirements or readiness for enrolment, GIS may reassess the application or amend the offer decision as appropriate.

28. False, misleading or incomplete information

Applicants are responsible for providing accurate, complete and truthful information.

Applicants are also responsible for:

- submitting documents and evidence by the required deadlines;
- checking their offer conditions carefully;
- telling GIS promptly if their circumstances or information changes;

- ensuring they understand the relevant awarding body terms, conditions and requirements before accepting an offer.

Where applicant information appears to be false, misleading, inaccurate or materially incomplete, GIS may take proportionate action. This may include requesting clarification, pausing assessment, amending an admissions decision, withdrawing an offer, closing the application, or preventing progression to enrolment where appropriate.

Any action must be consistent with the relevant awarding body rules, the seriousness of the issue, the timing of discovery, and any required internal or partner escalation.

29. Applications through agents or representatives

Where an applicant is represented by an authorised agent or representative, GIS will normally communicate through the agent.

GIS will only discuss application details with an agent or representative who is formally linked to the application. The relationship must be recorded before GIS shares or discusses applicant-specific information.

The way this is confirmed may depend on the application channel, including:

- direct applications submitted through an approved agent process;
- UCAS applications where UCAS permissions or representative arrangements apply;
- applicant consent recorded through another approved GIS process.

Where an agent or representative submits or supports a direct application, the agent is responsible for ensuring that the information, documents and advice they provide are accurate, complete, current and not misleading.

GIS may contact the applicant directly where necessary, including where applicant consent or confirmation is required, there is uncertainty about information submitted, there is a concern that the applicant has not received or understood key information, this is required by UCAS, the awarding body or law, or there is a complaint, review or safeguarding concern.

For direct agent-supported applications, offer letters and admissions communications are normally sent through the authorised agent.

For UCAS applications, UCAS communication and status rules apply.

30. Applicants under 18

GIS may only make an offer to an applicant under the age of 18 where this is permitted by the relevant awarding body.

Additional checks may be required before offer or enrolment, including safeguarding considerations, parent or guardian involvement where required, contractual capacity and consent issues, and any awarding body conditions or restrictions.

Safeguarding concerns or requirements are managed under GIS safeguarding arrangements and any relevant awarding body requirements.

31. Criminal convictions and conduct declarations

GIS does not normally require applicants to declare criminal convictions as part of admissions to non-regulated courses.

Where such information is required by the awarding body, the course, or a specific legal or regulatory requirement, the request must be proportionate, relevant and handled through the appropriate process.

32. Support needs, wellbeing and confidentiality

Admissions decisions must be based on academic eligibility, entry requirements and relevant admissions criteria, not on whether an applicant has disclosed a disability, health condition, wellbeing concern or support need.

Applicants may be invited to disclose support needs at appropriate points so that reasonable adjustments, applicant support, accessibility requirements and transition planning can be considered.

Where an applicant discloses a wellbeing concern during admissions, this should not normally determine the admissions decision. Admissions may signpost the applicant to Learning Support or another appropriate support route.

Disability, support or wellbeing information disclosed during admissions will be handled sensitively and shared only where needed to support the admissions process, consider reasonable adjustments, provide applicant support, meet safeguarding responsibilities, or comply with relevant awarding body or legal requirements. Any sharing must be in line with GIS data protection requirements and privacy notices.

33. Data protection and records

Applicant information, documents, communications and admissions records are handled in accordance with GIS data protection requirements, applicable privacy notices and relevant data-sharing arrangements with awarding bodies.

Admissions records should include, as relevant:

- the application;
- evidence submitted;
- decision outcome;
- offer conditions;
- fee assessment outcome;
- decision notes or rationale;
- requests for further information;

- applicant communications;
- internal escalation;
- academic input;
- partner input;
- review or complaint records where applicable.

Retention will be handled in line with the relevant awarding body's data retention requirements, GIS data protection requirements and any applicable data-sharing arrangements.

Where GIS has submitted applicant information to the awarding body and that information later needs to be corrected, GIS will update the awarding body where needed.

For UEL-awarded courses, GIS submits relevant applicant information to UEL for enrolment or registration purposes.

For VUB-awarded courses, GIS manages the GIS application and offer process, but applicants may need to submit information or documents directly to VUB. The applicant remains responsible for completing any direct VUB submission accurately, completely and by the required deadline.

34. Reviews, feedback and complaints

Applicants who are unsuccessful will normally receive a clear outcome confirming that GIS is unable to offer them a place.

GIS is not required to provide detailed feedback automatically, but applicants may request feedback. Feedback will be provided where appropriate and proportionate, subject to the relevant awarding body requirements and data protection considerations.

Applicants who are unsuccessful may ask GIS to reconsider the original application if they can provide new or additional evidence that addresses the reason for the original decision. This may include new qualifications, English language evidence, corrected documents or additional relevant experience.

Applicants may ask GIS to review an admissions decision where they believe there has been an error, relevant evidence was not considered, or the published process was not followed.

GIS will review the operational handling of the decision, but will not normally reconsider academic judgement unless new evidence or a procedural issue is identified.

Complaints about admissions service, communication, process or applicant experience should be handled under the GIS Complaints Policy.

For UCAS applications, unsuccessful applicants may request feedback or reconsideration from GIS where appropriate, but any formal UCAS record or status change must follow UCAS rules.



**GLOBAL
INSTITUTE
of SPORT**

**MASTER THE GLOBAL
SPORTS INDUSTRY**

35. Staff familiarity and review

Staff involved in admissions must be familiar with this framework, the relevant awarding body requirements, and the limits of their role in the admissions process.

GIS reviews this framework and admissions practice at least annually. Additional review may be triggered by:

- changes to awarding body admissions requirements;
- changes to GIS courses, delivery model or applicant journey;
- complaints, reviews or applicant feedback;
- inconsistent decision-making or audit findings;
- regulatory or consumer protection changes;
- material changes to admissions systems, templates or processes;
- partner monitoring, approval or review activity.

Where UEL, VUB or another awarding body reviews GIS admissions practice through partnership oversight, GIS will cooperate with that process and use any findings to update the framework where required.

36. Consumer protection and controlled information

Admissions information, offer communications, entry requirements, fee information and partner information must be accurate, clear, timely and not misleading.

Where information changes or controlled information is affected, GIS will manage this through its separate consumer protection and controlled information procedures.

37. Partner variation table

Area	UEL-awarded courses	VUB-awarded courses
Awarding body	University of East London (UEL).	Vrije Universiteit Brussel (VUB).
Key public documents	<u>UEL Admissions Regulations</u> , <u>UEL Terms of Admittance</u> and UEL academic regulations.	<u>VUB Application and Enrolment Guidance</u> , <u>VUB Required Documents Guidance</u> , VUB language and application guidance, and VUB study contract/enrolment guidance.
GIS role	<u>UEL Admissions Regulations</u> recognise that partner institution applicants may receive confirmation directly from the partner, normally through an offer letter sent by the partner institution. GIS manages the application and offer process for UEL-awarded courses under delegated authority.	GIS issues a GIS offer first. The applicant must then complete VUB's own application, verification and enrolment steps separately where required.
Application route	Direct and UCAS routes may apply, depending on the course. UCAS applications follow UCAS rules.	GIS manages the GIS application and offer process. Applicants may also need to complete VUB's direct application or enrolment process.
Response time	GIS will normally issue a response within 5 working days.	<u>VUB Application FAQ</u> states that the VUB application process can take up to 10 weeks. GIS will normally issue a GIS admissions response within 5 working days, but VUB's own process follows VUB timescales and may take longer.
Offer	GIS issues the GIS offer.	GIS issues the GIS offer. The applicant may still need to complete VUB steps before formal VUB enrolment.
Contractual position	<u>UEL Terms of Admittance</u> state that the applicant enters into a contract with UEL once they accept an offer of a place on a UEL programme.	A GIS offer does not itself complete VUB enrolment. VUB enrolment requires completion of VUB's process, including signing the study contract where required.
Enrolment or registration	<u>UEL Terms of Admittance</u> describe enrolment as the process by which a person officially becomes a UEL student.	<u>VUB Enrolling with a Belgian Diploma</u> states that signing the study contract means the applicant is officially enrolled. Applicants must complete VUB's required process before they are officially enrolled with VUB.
Terms and cancellation	<u>UEL Terms of Admittance</u> govern the contractual relationship and cancellation rights, including the cancellation period stated there.	VUB's own application, enrolment and study contract requirements apply. The VUB position should be checked through the current VUB application and enrolment guidance.
Deferrals	<u>UEL Admissions Regulations</u> state that applicants to partner institutions should contact the partner if they wish to request a deferral. GIS may approve one deferral per application, subject to UEL requirements.	<u>VUB Application FAQ</u> states that VUB does not offer deferrals and that applicants wishing to postpone must submit a new application. A GIS offer may be deferred once, but the VUB process will typically need to be restarted.
Previous study	<u>UEL Admissions Regulations</u> state that applicants withdrawn for poor academic progress must have one academic year elapse before reapplying, and the new course must not include modules previously studied.	Previous study is considered in line with GIS assessment and any VUB requirements that apply through the VUB process.

Area	UEL-awarded courses	VUB-awarded courses
Application fee	GIS does not normally charge an application fee. UCAS fees, where applicable, are separate.	VUB Application FAQ states that screening starts once the application fee is received. GIS does not normally charge an application fee, but applicants to VUB-awarded courses will be required to pay a VUB application fee where they complete VUB's direct application process.
English language evidence	GIS applies UEL requirements for UEL-awarded courses.	VUB Application FAQ states that applicants cannot be accepted unless they meet the language requirements. English language evidence must meet VUB's published requirements and accepted forms of proof.
Documents and translations	GIS applies the general evidence and verification approach in this framework, subject to UEL requirements.	VUB Required Documents Guidance states that documents not in English, Dutch, French or German require originals and certified or sworn translations. VUB requirements override the generic GIS position where VUB requires specific documents, originals, certified copies or certified translations.
Direct awarding body submission	GIS submits relevant applicant information to UEL for enrolment or registration purposes.	Applicants may need to submit information or documents directly to VUB. The applicant is responsible for the accuracy and completeness of any direct VUB submission.
Late applications	Subject to GIS operational deadlines, UCAS rules where relevant, and UEL enrolment or registration requirements.	Subject to GIS operational deadlines and VUB's own application, verification and enrolment deadlines.