

Responsible Person	Stefan Parker, Commercial Director
Approving Body	Academic Board
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Queries	stefan@metfilm.co.uk

1. General principles

- 1.1 MetFilm School's ("the School's") mission is to inspire the next generation of creative screen professionals; to ensure the success of all our students by offering the best possible learning environment, and to widen access to our courses in whatever way we can. We are committed to providing and supporting an environment that promotes and develops equality of opportunity for all students and staff. We seek to continually improve our standards across the student life cycle encompassing access and admission; support and progression; and graduate employability and entrepreneurship.
- 1.2 MetFilm School aims to provide experience, education and training for all applicants who demonstrate the potential to benefit from its provision, in line with the specific entry requirements established for each course.
- 1.3 The admissions process is designed to ensure that applicants possess the abilities and aptitudes to complete their studies successfully and go onto future success in their careers.
- 1.4 All MetFilm School staff have access to, and are required to comply with, the School's policies and procedures. Staff, including those of partners, who give guidance to applicants and/or undertake admissions and enrolment duties, will be knowledgeable and competent in their roles. They will operate to clear guidance and be supported by appropriate staff development. They will understand the educational and cultural differences of a diverse population of applicants and knowledge of different routes into education and employment.

1.5 MetFilm School's Admissions Team is based in London and Berlin, and handles Admissions for all accredited and non-accredited courses for the London and Berlin Schools, except for applicants on ScreenSpace courses (BA Content, Media and Film Production). Applicants for ScreenSpace courses are handled by our accrediting partner, the University of West London (UWL).

1.6 The Admissions Team is responsible for:

- Ensuring that Admissions processes and policies are clear and transparent and subject to regular review.
- Maintaining clarity and transparency in student recruitment practices.
- Maintaining appropriate professional standards in their duties.

1.7 All admission procedures and criteria by which applicants are selected will be fair, lawful, clear and explicit, open and consistently applied. All procedures will conform to the requirements of current legislation. MetFilm School complies with all appropriate equality legislation and seeks to implement policies and practices that are fair, consistent and transparent.

1.8 Applicants will be selected based on their application, including the evidence of their qualifications and experience and, where appropriate, using interviewing, auditions or other such mechanisms. Consideration will be given to the nature and the purpose of an interview, or any other selection method, the criteria to be used for selection and whether applicants are to be interviewed individually or in groups.

1.9 The applicant is responsible for ensuring that MetFilm School is in receipt of all information pertinent to making a decision on their application and that all information is accurate. Omission of relevant information, or the supply of inaccurate information, may invalidate the application or the offer of a place.

1.10 Applications from international students from both within and outside the European Union (EU) will be supported through the application process. As all teaching, learning and assessment at the School is through the medium of English, to facilitate full and effective participation, all applicants will be required to demonstrate that they meet the required level of English language competency for their desired course of study. International applicants wishing to gain admission to the School to study must meet and possess the appropriate UK immigration requirements in force at the time of entry onto the course. Each course may state an overall IELTS score (or equivalent) together with an individual element requirement, as and where appropriate.

1.11 All recruitment, admissions, enrolment and induction procedures will be regularly monitored for their effectiveness for all categories of applicants.

2. Guidance, procedures and policies

2.1 To implement its principles the School will regularly review and update guidance and procedures including:

- Staff guides to: Entry guidance and admission criteria; Enrolment & Induction
- Undergraduate and Postgraduate Language Requirements
- Undergraduate and Postgraduate Admissions Processes
- Admission procedures for international students
- Admission procedures for applicants with disabilities or medical conditions.

2.2 The Admissions Policy and its associated guidance are mapped against the QAA UK Quality Code for Higher Education.

3. Information and guidance

3.1 MetFilm School will provide applicants with clear, relevant and accessible information that is accurate at the time of publication and, guidance to enable applicants to make informed decisions about their options, prior to and during their course of study. This will be achieved by:

- a) Maintaining an up to date website. Providing information on the school, facilities, admissions process, and specific course information for every course offered by MetFilm School. This information will give details of course content, normal entry requirements, fees, any other costs, attendance, duration of study, location, and progression opportunities.
- b) The information on our website and provided to prospective students will meet the expectations of QAA UK Quality Code for Higher Education and will include, in addition to the above, information on modes of study, the extent of flexibility and choice, and will also provide information on which courses are accredited or approved by professional and statutory bodies.
- c) Responding to applicants' requests for advice made by telephone, email or in person.
- d) Providing free information and advice from a suitably qualified member of staff to applicants.
- e) Holding advertised open days/evenings, taster days.
- f) Allowing schools to visit MetFilm School.
- g) Advertising the financial support, including bursaries and scholarships, available through the School and from other agencies.
- h) Describing the range of learner support, academic and pastoral, available for students.
- i) Providing language requirements for all courses at MetFilm School.
- j) Providing guidance on the process and requirements for international students wishing to study in the UK under a Tier 4 (general) student visa.

- k) Providing access to information in suitable alternative formats for those applicants with disabilities or with particular needs as appropriate.
- l) Providing information on the facilities available on each campus for students with disabilities.
- m) Providing advice and guidance on opportunities for credit transfer and accreditation of prior learning, in consultation with the Quality Manager or other relevant staff.
- n) Ensuring that any alterations to courses from earlier published information are communicated to applicants holding an offer. This may include closure of a course, significant changes to cost, location, content and the status of a course, including withdrawal or granting of validation by a professional or statutory body, or the failure of an advertised course to gain approval or accreditation.

4. Recruitment and selection procedures

4.1 The School is committed to ensuring that selection policies and processes are transparent and are followed fairly, courteously, consistently and promptly; that information concerning applicants remains confidential, and that decisions are made by those equipped to make the required judgements.

Selection principles

4.2 Entry requirements will be transparent and consistently used for all applicants when considering ability, aptitude, skills, qualifications and prior learning or experience (acquired in the workplace or elsewhere) that indicates their potential to succeed on the course and will be published in prospectuses, leaflets or through the School's website.

4.3 Selection criteria for courses leading to awards by the School's validating partner will be determined at validation and published in Course Specifications on the School website.

4.4 Selection criteria for other courses will be set with regard to guidance and policies issued by the School or by professional/regulatory bodies, from time to time, and will be published in prospectuses, leaflets or through the School website.

4.5 The School reserves the right to review and alter criteria where appropriate and in line with the School's policies and procedures.

Admissions processes

4.6 On application forms, at any interviews or other selection activities, applicants will be expected to draw attention to relevant qualifications, experience and other information that might support their application.

- 4.7 Where courses are full and/or waiting lists are held, or when courses have to be closed for any reason, applicants should be informed immediately with the offer of alternative courses wherever possible.
- 4.8 Every reasonable adjustment will be made to support applicants who have disclosed a physical or sensory disability, specific learning or unseen difficulties. Both on the application form, at any interview or other selection activity applicants will be encouraged to disclose and discuss their needs.
- 4.9 In the majority of cases, a criminal conviction will not prevent an offer being made. However, the School reserves the right to assess all such applications to ensure that admitting the applicant would not place staff, students or visitors to the School at risk. MetFilm School will use our Consideration of Disclosed Criminal Convictions process to assess the applications of any students who declare criminal convictions to us. Where these applicants are on ScreenSpace courses, our accrediting partner's published processes will apply.
- 4.10 For applicants to a course where a reference is required and there has been a significant break since schooling, a personal reference from a professional or employer (not friend or family) may be requested rather than a school reference.
- 4.11 Parents or guardians of applicants under 18, and applicants with learning difficulties or medical conditions, are normally encouraged to be involved in the admissions process to establish links as early as possible between the family and the School. However, to safeguard the interests of applicants there are some restrictions on sharing information with parents and employers.
- 4.12 Applicants who will be under 18 years old when they start their studies with us are admitted only after consultation with parents or guardians, with accrediting partners, and with local education authority representatives as appropriate.
- 4.13 The School will carry out checks on documents supplied by applicants to establish authenticity to guard against fraudulent applications. The School will not accept applications where authenticity is in doubt.
- 4.14 We consider deferred applications for up to one year. If students do not take up their place, then a further application would be required in the following year.
- 4.15 Any additional entry criteria required by statutory regulatory bodies (e.g. regarding medical or criminal records) will be communicated to admissions staff and applicants.

Interviewing and assessment

- 4.16 Applicants will receive clear information on interviews, auditions or any form of assessment applied during the application process.
- 4.17 Interviews, auditions and assessments will be conducted and evaluated in a standardised manner for the course.

- 4.18 Decisions, and the reasons for the decisions, are recorded in writing as fully as possible to facilitate feedback to unsuccessful applicants. These records will be retained by the School in line with our Data Protection policies and procedures and the data retention schedules therein.
- 4.19 Where courses require an interview, applicants will be notified of their appointment within a stipulated timeframe and overall waiting times will be monitored and kept as short as possible.
- 4.20 Where an applicant is perceived as unsuitable for a course, then, wherever possible, they will be referred to other appropriate courses MetFilm School offers.

Advanced Standing and Credit Transfer

- 4.21 Advanced Standing (sometimes also known as Credit Transfer) is a term used to confirm that a student may enter an academic course at a stage later than the normal entry point. Advanced Standing for students can be awarded through APCL or APEL or a combination of both.
- 4.22 APL stands for Accreditation of Prior Learning. It is the process by which students can be exempt from some parts of their chosen course of study. The grounds for such exemption is that the student in question already possesses the skills/ knowledge required, either from previous experiences (APEL) or academic achievements (APCL).
- 4.23 Accreditation of Prior Certificated Learning (APCL) - involves decisions where the student is seeking entry to or exemption from parts of academic courses based on achievement certificated by another institution or awarding body.
- 4.24 Accredited Prior Experiential Learning (APEL) - involves decisions where the student is seeking entry to or exemption from parts of academic courses and whose claims are based not on prior certificated learning but on evidence demonstrating that relevant learning has taken place through extra-curricular experience.
- 4.25 Articulation Agreement - where the MetFilm School agrees with a specific institution that specific named course(s) and qualification(s) of that institution are suitable for entry to, or credit exemption from, specific academic course(s).
- 4.26 For Higher Education courses at the School, formal APL can be used; however, it involves the full assessment and internal verification process for the qualification. If applicants hold any other allied qualifications the equivalence of these qualifications and the relevance and currency of experience will be judged by the admissions tutor against the course entry requirements. Where appropriate and subject to awarding body requirements applicants may be given exemption from parts of a course if they can still meet the assessment

requirements. Where credit transfer opportunities exist, these will be explained to applicants.

4.27 For further information refer to the APL Process document, which can be obtained by students by emailing info@metfilmschool.co.uk, or by staff within our internal intranet.

4.28 All applications for advanced standing are considered in line with our accrediting partners processes. More information on these can be found in the University of West London's Credit Transfer Policy available here: <https://www.uwl.ac.uk/about-us/policies-and-regulations>. Credit transfers, including advanced standing, are subject to approval of course leaders, and final approval is granted by our accrediting partner.

Admission offers

4.29 Offers will be made as promptly as possible. Clear information will be provided to the successful applicant on:

- Any conditions attached to the offer
- What the applicant must do next and by when
- When further information e.g. regarding welcome information, will be provided.
- Any arrangements for enrolment, registration, induction
- Any orientation or induction for international students before the start of the course

4.30 Clear information should be given to applicants who do not meet the required entry criteria specified in the offer regarding their options and what action to take.

4.31 Prompt and clear feedback is given to applicants who have not been offered a place, when requested, and advice about alternatives and future options will be given, as appropriate.

4.32 Where offers have been made based on fraudulent information, the School reserves the right to withdraw the offer or withdraw the student if enrolled.

4.33 The School encourages disabled applicants and students to disclose their disability and support requirements at the earliest opportunity, for example on the application form or at any interview as this helps staff and partnership institutions to provide students with appropriate information and support. Such early disclosure enables the School, in conjunction with our accrediting partner, to contact the applicant to consider appropriate support requirements and to identify whether reasonable adjustments can be made prior to the start of term.

4.34 Where student require reasonable adjustments for any part of the admissions process, the admissions team will consult with Student Services and the Disability and Wellbeing Advisor, on ensuring these are put in place.

4.35 Disclaimer: Please note that whilst the School will endeavor to make reasonable and timely adjustments, if reasonable adjustments cannot be made prior to the start of term, then your offer may be withdrawn/deferred to the following semester/ academic year. If you have any concerns please contact the Admissions team.

5. Monitoring and review

5.1 The School will monitor and regularly review its policies and procedures to ensure that they continue to support the School's mission and strategic objectives, that they remain current and valid in the light of changing circumstances and that they meet all external requirements, including adherence to equality legislation.

5.2 To monitor its Admissions Policy, the School will:

- a) Monitor any complaints or appeals received.
- b) Consider the effect of the Admissions Policy, and the operation of course entry criteria, when annually reviewing against the relevant benchmarks, (learner success rates and progression, retention, withdrawal and non-completion data) as appropriate.
- c) Review data regarding applications, offers made, the take-up of offers and successful completion where relevant, to inform future recruitment and curriculum development.
- d) Review its policies in relation to changing patterns in the applicant market, changes in the nature of the main qualifications offered by applicants and the demand for modes of study.
- e) Monitor admission procedures across locations and subjects, where relevant.
- f) Monitor success rates of students with advanced standing. This will be the responsibility of the Quality team, and will form part of the School's normal quality monitoring processes.
- g) Review recruitment materials and any pre-entry information and activities.
- h) Hold quarterly Admissions Review meetings with relevant stakeholders from our faculty, registry, marketing and admissions teams.

6. Staff development

6.1 The School is committed to ensuring that all those involved in recruitment and admissions are competent to undertake their roles and responsibilities.

6.2 Staff development and training sessions are held for staff involved in admissions to update knowledge and expertise in the light of changing circumstances.

6.3 Staff participate in national agendas through membership of various professional bodies, through workshops and conferences and are committed to sharing good practice locally and with collaborative partners.

7. Complaints & appeals

Appeals

7.1 In selecting students, admissions staff aim to reach decisions which are fair and consistent in relation to the published entry criteria, the evidence the applicant presents of their academic and/or professional qualifications and which consider any specific skills or experiences which are essential or desirable for the course in question. Applicants who may wish to appeal against an admissions decision should follow the below procedure:

7.2 An applicant must seek formal feedback from the admissions team before deciding whether or not he/she has grounds to appeal the admissions decision.

7.3 The applicant should then request an appeal form to fill in, detailing the nature of their appeal.

7.4 Appeals must be received within 20 working days following the provision of feedback from the admissions team member supervising the application.

7.5 Appeals will only be considered if they are submitted by the applicants themselves. MetFilm School will not consider appeals from third parties, such as parents or guardians, unless we receive permission from the individual applicant in writing.

7.6 Appeals from ScreenSpace students should be considered and processed through our accrediting partners processes.

7.7 There is no formal appeals process for students on short courses. Appeals and complaints from applicants on short courses should instead be considered under the [Complaints from the General Public Policy](#).

7.8 An appeal should be submitted in writing to the Head of Admissions, MetFilm School, Ealing Studios, Ealing Green, London W5 5EP, or by email to info@metfilmschool.co.uk, stating clearly the grounds for appeal.

7.9 The following are acceptable grounds for appeal:

- a) Procedural error where the process leading to the decision being appealed against was not conducted in accordance with this admissions policy, such

that there is reasonable doubt as to whether the outcome might have been different had the error not occurred.

- b) Exceptional circumstances, illness, or other relevant factors that had, for good reason, not been made known at the time of application or had not been taken into account properly.

7.10 The Head of Admissions, or nominee, will screen each submission in the first instance to determine if there are sufficient grounds for appeal. If it is judged that there may be grounds for appeal, they will escalate the appeal to the Commercial Director, or nominee.

7.11 The School will automatically reject appeals which do not, in the judgement of the Head of Admissions, meet the grounds above, or are made on the basis of any of the below:

- a) Appeals against the academic judgement of selectors.
- b) The retrospective reporting of extenuating circumstances that might have been reasonably made known at the time of application.
- c) Failure by the applicant to attain the entry qualifications specified as conditions of the offer.

7.12 If an appeal is to be heard and additional information is required, the applicant will be informed in writing and provided with an appropriate deadline by which to submit the information.

7.13 An Appeals Panel, consisting of the Director and Commercial Director as well as the relevant course leader, will be convened at MetFilm School and will consider appeals as appropriate. The Director and Commercial Director will make a decision based on the evidence submitted, in consultation with relevant course leaders.

7.14 The applicant will be informed in writing of the outcome of the appeal within 20 working days of submission of their appeal form, and given an explanation for the decision which has been reached. The decision of the Appeals Panel is final and there is no further right of appeal.

Complaints

7.15 MetFilm School's aim is to consider all applications fairly, equitably, professionally and in a timely fashion.

7.16 If an applicant is dissatisfied with the way their application has been handled or the behavior of any member of staff during the admissions process, then in the first instance they should seek informal resolution with the admissions manager they have been allocated.

- 7.17 If this has not been successful or if the applicant feels this is not possible to do, then the applicant should submit a complaint in writing to complaints@metfilmschool.ac.uk.
- 7.18 As per the appeals section above, complaints and appeals from ScreenSpace applicants should be handled in line with our accrediting partners' policies and procedures. Appeals and complaints from Short Course applicants should be considered under the [Complaints from Members of the General Public Policy](#).
- 7.19 You will be sent a confirmation of receipt email within 5 working days.
- 7.20 Your complaint will be referred to the Commercial Director for consideration. You will be provided with a written response in writing within 20 working days.
- 7.21 If any complaints take the shape of an admissions appeal, it will be at the discretion of the Head of Admissions, or suitably senior nominee to address these complaints under the appeals procedure above.
- 7.22 The School records complaints made by applicants in limited detail, sufficient for analysis and reporting to allow the causes of complaints to be identified, addressed and, where appropriate, for training opportunities and improvements to be introduced.
- 7.23 The School will keep and dispose of records relating to admissions complaints and appeals in accordance with its Data Protection Policy.

APPENDIX 1

Admissions Complaints and Appeals Form

This form is used for formal complaints and appeals, where a resolution to the original complaint or appeal has not been found.

Have you familiarised yourself with the Admissions Policy
(Y/N)

Have you sought informal resolution with your Admissions manager?
(Y/N)

Name:	D.O.B:
Course Title:	Course Code:

Full Details of your Complaint or appeal

(include names, dates, time and specific areas you would like to be addressed. If you wish to make an appeal against an admissions decision please indicate which of the grounds outlined in the policy you wish to base your appeal on. Please also include any documentary evidence such as emails by attaching it to this form)

Please turn over and complete in full.

Please tell us the outcome you would like to resolve this complaint
(please note a desired outcome is not necessarily the final outcome)

Please send this **fully completed** form to complaints@metfilm.co.uk

I confirm the above is an accurate reflection of the facts or issues I wish to raise, and include full details where possible. I understand that the information in this form may be circulated to relevant staff for the purposes of investigating and resolving the matters raised in the form.

Signed:.....

Date:.....