HARTPURY

Hartpury College Admissions Operating Procedure

2027 Entry

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1 Admissions Statement and Principles

1.1 Hartpury's mission is to be a specialist niche provider delivering relevant, effective and high quality education and training for employment in sport, equine, animal and agricultural industries; locally, nationally and internationally.

1.2 The Hartpury admissions procedures aims to follow the principles of transparency, fairness and consistency. Hartpury has put in place arrangements for regularly monitoring and reporting on the admissions process. This may include collecting and analysing reports, analysis of data and statistics on applications, offers and acceptances, where available, to ensure fair and consistent application of the Admissions Operating Procedure across Hartpury; and reflection on how internal and external developments have impacted upon the admissions process. We will review our Admissions Operating Procedure annually in the light of experience, research and best practice.

2 Roles and Responsibilities

2.1 Overall responsibility for College admissions lies with the College Principal. Responsibility for the management of processing and managing applications and communication with applicants resides with the Head of Admissions and members of the Admissions Team. The Assistant Principal of Agriculture, Animal Management and Equine, Assistant Principal of A Levels, Sport and Access to Higher Education, and College Heads of Department are responsible for the provision of information about the course and managing fair and transparent interviews. Assistant Principals, Heads of Department, Subject Leaders and Course Tutors will also be responsible for agreeing the specific criteria by which applications are assessed and admissions decisions will be made.

2.2 All staff involved in the admissions process will have been adequately trained to undertake their roles.

3 Information for Applicants and Entry Requirements

3.1 When applicants are considering applying to study a course we want them to be sure that they make choices that will be right for them. We provide information on our website that is intended to provide a clear, accurate and comprehensive description of our courses and the services and facilities that we offer.

3.2 We welcome applications from the UK and any part of the world. We express entry requirements in terms of UK GCSEs. If students are applying from outside the UK and/or with non-UK qualifications we will use established services to calculate equivalencies to relevant UK qualifications.

3.3 We will consider applications from UK applicants who have studied qualifications other than GCSEs on a case-by-case basis however we do not consider these to be a direct equivalent to GCSEs. Alternative qualifications include (but are not limited to):

- Functional Skills;
- Essential Skills;
- Diplomas;
- International Baccalaureate Middle Years Programme Certificate (MYP);
- Welsh Baccalaureates;
- Certificates of Steiner Education.

3.4 In order for a qualification to be considered towards the entry criteria for a course it would need to be fully externally assessed and verified by the relevant awarding body. We are not able to consider qualification that are internally assessed or verified by the applicant's school or college.

3.5 Through our website, we intend to provide information about:

- the courses that we offer;
- the content and structure of individual courses;
- entry criteria and skills requirements for individual courses;
- clear guidance about how to apply for individual courses;
- likely additional costs or unusual requirements of specific courses (e.g. relating to work or study placements, field trips, materials, or equipment;
- the services and facilities which we offer to students.

3.6 We will hold regular open days at which prospective students will:

- have the chance to view our campus;
- learn about student life at Hartpury;
- learn about the admissions process for Hartpury courses;
- learn about the services and facilities available on campus.

3.7 Information about these events and how to book places on them is provided on our website.

4 Application Phase

4.1 The main application cycle will run from 19th September 2026 until 18th June 2027. Where courses are filled before the end of the main application cycle waiting lists will be opened for those courses.

4.2 Applications received after 18th June 2026 but before 6th August 2027 will still be considered where places are available on the course being applied for.

4.3 Applications received after 6th August 2027 may still be considered where places are available on the course being applied for but will not be processed until after enrolment has been completed for applicants holding confirmed places.

5 Applying

5.1 Applications for all courses are made online, through our website.

5.2 We receive more applications than places available for the majority of our courses. We strongly encourage applicants to apply early as possible however early application is not a guarantee that an applicant will receive an offer.

5.3 Applicants to Hartpury College can only apply for one course at a time. We will consider requests from applicants to change the course that they are applying for at any stage of the application process subject to the availability of spaces on the course the applicant wishes to change to.

6 Personal Statements

6.1 In order to help assess their suitability for their chosen course applicants for full-time Level 3 courses will be asked to write a short personal statement as part of the application process.

6.2 Subject-specific guidance regarding the information that applicants should include in their personal statement will be provided by the Admissions team at the point of application.

7 Initial review

7.1 The Admissions Team will review any new applications in accordance with entry criteria.

7.2 When assessing an application, the Admissions Team will consider the following:

- Whether spaces are available on the course;
- Whether the applicant's pending entry grades and potential are in line with the course entry requirements.

7.3 Where the Admissions Team feel that an applicant has applied for a course that may not be suited to them they will contact the applicant to discuss the choice of course and potential alternatives before proceeding with the application.

7.4 An applicant will only be rejected at the initial review stage where they are unable to meet the entry requirements for the course they are applying for and no suitable alternative course is available.

8 References

8.1 As part of the application process applicants are required to provide details of a referee.

8.2 For applicants in full-time education their referee should be an academic referee from their current school or college and the reference should include the same information we would look to from a progress report.

8.3 For applicants not in full-time education their referee should be someone who can comment on their academic suitability for the course being applied for.

8.4 We are not able to accept references from referees who are related to the applicant.

8.5 If an application is considered suitable to proceed the Admissions team will send a reference request to the applicant's nominated referee.

8.6 It is the responsibility of the applicant to ensure that their referee responds to the request for a reference in a timely manner and Hartpury do not accept responsibility for delays in applications due to references not being received.

9 Riding assessments

9.1 Students applying for certain equine courses will be asked to provide evidence of riding ability. Where this is the case, the applicant will be invited to attend a riding assessment on the Hartpury Campus.

9.2 Applicants who do not successfully complete a riding assessment or who are not able to attend a riding assessment will be considered for alternative courses which do not require applicants to provide evidence of their riding ability, subject to the availability of places.

10 Applicants who have been excluded or suspended from school

10.1 Applicants who have been excluded or suspended during their secondary education are required to disclose this as part of the process of submitting their school/progress report.

10.2 Where a suspension or exclusion has been declared by an applicant information regarding this will be requested by the Admissions team as part of the process of requesting a reference before proceeding with the application.

10.3 Applicants who have been excluded or suspended during their secondary education will not be ineligible to apply to Hartpury College, however before a decision is made as to whether they will be made an offer we will consider:

- the number of times the applicant has been excluded/suspended;
- the nature of the exclusion/suspension(s);
- any other behaviour related sanctions on the applicant's record; and
- the applicant's behaviour since the exclusion.

11 Interviews

11.1 Applicants for Level 1, Level 2, Access to Higher Education and Apprenticeship courses will be required to complete an interview as part of the application process.

11.2 Applicants for full-time Level 3 courses may not be required to undertake an interview where their application, personal statement and reference provides sufficient information to confirm that they are suitable to receive an offer.

.11.3 In order to be made an offer without undertaking an interview an applicant will be expected to:

- be applying for a full-time Level 3 course;
- have predicted grades that meet or exceed the entry requirements for the subjects that they are applying to study;
- have a minimum of 95% attendance;
- have no exclusions or suspensions in their secondary education; and
- demonstrate a positive attitude to learning confirmed by their reference.

11.4 Where all of the criteria in 5.3 above are met an applicant may still be required to undertake an interview if deemed necessary.

11.5 An application will not be declined prior to the applicant undertaking an interview unless their predicted grades are significantly below the entry requirements for the subjects that they are applying to study and no suitable alternative course is available.

11.6 All International applicants will be asked to undertake an interview as part of the application process.

11.7 Applicants in receipt of an Educational Health Care Plan (EHCP) will be required to attend an interview (see below) to ensure the appropriate support requirements can be ascertained

11.8 Interviews, where undertaken, will be held by telephone or Microsoft Teams, if appropriate.

11.9 Applicants with additional needs may request reasonable adjustments are made for their interview at the point of booking.

11.10 The invitation to book an interview, where undertaken, will be sent by email to the email address on the application. including details on how to the interview can be booked.

11.11 The purpose of the interview, where undertaken, is to further assess the applicant's suitability for the course. In doing so we will be considering the following:

- academic ability,
- aptitude and attitude to learning,
- suitability for the course and study at Hartpury.

11.12 A member of the teaching staff from the relevant course team will conduct the interview. Notes will be taken during the interview and used later to ensure fair decision making. Parents/carers may listen in to the interview but will not be permitted to prompt the applicant or respond to questions on the applicant's behalf.

11.13 For those students intending to join one of our elite sports academies, performance at academy assessment days will form part of the consideration for suitability to study at Hartpury.

11.14 Following interview, we may require additional information about the applicant, or further academic/personal references. In such cases this may delay the decision-making process.

12 Completed Applications

12.1 Once an application is complete a decision will be made regarding whether or not an applicant can be made an offer.

12.2 An application will be deemed to be complete when the following conditions are met:

- A fully completed application form has been received, including a personal statement if required (see above);
- A suitable reference has been received;
- Either an interview has been completed or the relevant academic team has deemed that sufficient information is available to make a decision without the need for an interview;
- Any additional information requested from the applicant has been received; and
- Any additional referrals deemed necessary have been completed (see above).

13 Referrals

13.1 Following interview, applications may be referred to other areas within Hartpury before a decision is made regarding the application.

13.2 Areas to which an application may be referred to include (but are not limited to):

- The Course Leader/Head of Department/Assistant Principal for the relevant subject area
- Learning Support
- Wellbeing
- Safeguarding
- The Head of Admissions
- The College Principal

14 Decision Timescales

14.1 We aim to provide decisions regarding applications within 10 working days of an application being complete.

14.2 Where further information is required from the applicant (including any additional references) we aim to provide decisions within 10 working days of the information being received by Admissions.

14.3 Where an application is referred to another area we aim to provide decisions within 10 working days of the referral being completed.

14.4 Where demand for a particular course or courses is especially high decisions may be made at set points during the Admissions Cycle considering all applications that have been completed (see above) up to that point. If this is the case applicants will be informed of the date at which they will receive a decision regarding their application.

15 Offers

15.1 Offers will be conditional on the applicant meeting the entry criteria for the course being offered. Where an applicant has already met the entry criteria in full and provided evidence of this an unconditional offer will be made.

16 Declined Applications

16.1 Where, following interview, an applicant is not considered suitable for the course they have applied for their application will be declined.

16.2 Reasons for an applicant being considered not to be suitable for a course include (but are not limited to):

- Predicted/achieved grades not meeting the requirements for the course
- Concerns regarding the applicant's attitude to learning at their prior place of learning ;
- Concerns regarding the applicant's attendance at their prior place of learning;
- Concerns regarding the applicant's behaviour at their prior place of learning;
- Concerns regarding the applicant's performance at interview, where applicable.

16.3 Before an application is declined solely based on the applicant's predicted/achieved grades not meeting the requirements we will consider whether any alternative courses with lower entry requirements are available and suitable for the applicant.

16.4 Before an application is declined the applicant's file must be reviewed by the subject leader or head of department for the relevant course team and the decision must be approved by the College Principal.

16.5 If an application is declined the applicant will be notified by email confirming the reasons why their application has been declined.

16.6 Where an application is declined the applicant is eligible to re-apply in subsequent application cycles.

17 Applicant Days

17.1 During the application cycle academic areas will schedule Applicant Days for their subject areas. These days are held to help support applicants transitioning into life at Hartpury and will play no role in the selection process. After they have been made an offer information will be sent to applicants with details of when the Applicant Day(s) are taking place and how to make a booking.

17.2 Where an applicant is made an offer after the Applicant Day for their area has taken place, or the Applicant Day for their area is fully booked, the applicant will be sent any information provided at the Applicant Day via email.

18 Course capping and waiting lists

18.1 Once a course is predicted to meet its target recruitment numbers it may be capped. The decision to cap a course is the responsibility of the College Principal in conjunction with the wider Senior Management Team.

18.2 Once a course has been capped any further applications for that course will be considered for a place on the waiting list. Waiting lists will not exceed 10% of the total recruitment target for the course.

19 Confirmation of places

19.1 Applicants holding conditional offers will be asked to provide confirmation of their examination results to the Admissions team once results have been published. Where results are not provided applicants by the date specified an applicant will be deemed to have declined their offer and their application will be withdrawn.

19.2 Applicants who achieve the grades required by their conditional offer have their place confirmed and will be notified of this via email.

19.3 Where applicants are appealing against examination results or requesting a re-mark of one or more of their exam papers decisions will be made based on the grade that the applicant has been awarded at the time. Where grades are altered as a result of an appeal or re-mark the new grades will be taken into consideration provided they are communicated to the Admissions team according to the timescales above.

19.4 Where are applicant has not achieved the grades needed to meet the terms of their offer we will consider whether an alternative course can be offered instead however this is dependent on the availability of spaces on alterative courses and the applicant meeting the entry requirements for any available alternatives.

20 Transfers/Restarters

20.1 We are not able to consider requests from applicants to transfer from other schools/colleges partway through a course.

20.2 We may be able to consider applications from applicants looking to study a course which is the same or similar to one that they have already completed, such requests will be considered on a case-by-case basis.

21 Mature Applicants

21.1 We will consider applications from applicants who are over 18 for our Access to Higher Education Diploma programmes. Applicants who are over 19 years of age may be required to fund the course fees and details are available from the Admissions team.

22 Home-Schooled Applicants

22.1 We will consider applications from applicants who have been home-schooled for some or all of their secondary education.

22.2 Home-schooled applicants will be required to provide a suitable referee who can comment on their academic performance and suitability for the course (see above).

22.3 Home-schooled applicants will need to have achieved or be studying towards the required qualifications for the course they are applying for.

23 Applicants from outside the UK

23.1 Applicants from outside the UK should apply through in the same manner as UK students. Specific information for international students can be found on our website. The Admissions Team has trained staff that will support international students.

23.2 When an application is received we will make an assessment of the applicant's fee paying status using the information provided in the application and ensure this is consistent with national guidance. If an applicant's fee status cannot be confirmed from the information in an application, we will contact the applicant to ask for more information.

23.2 Students for whom English is not a first language are expected to hold an IELTS (Academic) Test Certificate with an overall score of at least 5.5 overall. Alternative English Language Tests such as TOEFL and Cambridge Advanced English are also accepted. Further guidance and regulations for international student entry requirements can be found on our website.

23.3 Hartpury has signed agreements with selected Educational Agents in key recruitment countries. All appointed Educational Agents are briefed on Hartpury's expectations and are issued with a published guidance outlining Hartpury's admissions procedures. We regularly monitor and review arrangements with Educational Agents.

23.4 When considering an application, we will take into account whether or not a student is able to meet the necessary UK visa requirements, including their ability to fund their studies and their living expenses, in line with UK Visa and Immigration requirements. We reserve the right to reject an application in circumstances where these requirements cannot be met.

23.5 Applicants who require a visa to study in the UK may be required to undertake an additional approval interview before their Confirmation of Acceptance for Study (CAS) letter is issued.

23.6 Applications from asylum seekers will be reviewed and managed on an individual basis.

24 Apprenticeships

24.1 Applicants for apprenticeship programmes are responsible for finding suitable employers with whom to complete their apprenticeship. We have a small number of farms that can support apprenticeships and information about these can be provided on request to the Admission Team.

24.2 Employers will be subject to a site visit from the Apprenticeships team to ensure that the placement is suitable for the course being applied for and that all health and safety requirements are being met.

24.3 Due to the ongoing site visits involved in apprenticeship courses placements should be no more than 90 minutes travel time from Hartpury College.

24.4 We will consider applications for apprenticeship courses from applicants aged over 19 however employers will be required to pay an additional levy for students aged over 19 undertaking apprenticeships with them.

24.5 A student will not be eligible to enrol onto their Apprenticeship until it is confirmed that their onboarding process is complete, and only then will the student be able to start attending college. This will include the following:

- The employer is in place
- Necessary visits have taken place
- All required paperwork has been completed
- The Digital Apprenticeship Service account is ready

25 Progression Applications

25.1 Current Hartpury College students wishing to progress from a Level 1 course to a Level 2 course or a Level 2 course to a Level 3 course will be required to apply as per section 5 (above).

25.2 Current Hartpury College students wishing to join another course at Hartpury in a different subject area to the one they are currently studying will be required to apply as per section 5 (above).

25.3 Current Hartpury College students wishing to progress from a Level 3 course to the next year of the pathway they are following will not be required to complete an application. They will be required to meet the relevant requirements for the course they wish to progress to. These will be on our Website and made available to students.

25.4 Potential Level 3 progression applicants (as listed at 25.3 above) will be sent information by the Admissions team in the first term of their original course confirming the academic requirements for progression and will be provided with updates on their progress towards these requirements from their course tutors as part of the tutorial process.

25.5 Students enrolled on two-year programmes will not need to apply to progress from one year to another on the same course

26 Deferred Applications

26.1 We will only consider a request to defer an offer to the following academic year study in exceptional circumstances.

26.2 Decisions regarding whether an offer can be deferred will be made by the Head of Admissions.

27 Course Changes and Closures

27.1 We endeavour to ensure that major changes or closures to courses will be kept to a minimum but occasionally unforeseen events may arise which mean that we need to change or close a course. We will at all times seek to ensure that we minimise the impact to potential and current students.

28 Equality and Diversity Policy

28.1 We are committed to achieving universal acceptance and application of a working and learning environment free from harassment, intimidation and unlawful discrimination. We are also committed to taking positive action to promote such equality and diversity of opportunity in relation to recruitment, promotion, training,

learning, benefits, procedures and all terms and conditions of employment and all requirements that govern student regulations.

28.2 At Hartpury we are committed to valuing diversity and promoting equality. One of our Corporate Values is promoting respect for all and this means we treat all people with courtesy and respect, involve and listen to others and show consideration and empathy for their well-being. We value others for their contribution irrespective of personal differences and actively encourage diversity and inclusion and a positive learning environment.

28.3 Applicants are not discriminated against on grounds of race, ethnicity, nationality, gender, sexuality, religion, pregnancy/maternity, disability or age. All staff are trained in equality and diversity and it is the obligation of all staff involved in Admissions to ensure that our Admissions Service respects and acts in accordance with the Equality and Diversity Policy and Single Equality Scheme.

29 Disability/Learning Difficulty

29.1 Hartpury encourages participation in its learning programmes by all sections of the community and the industries we serve. We will, as a matter of policy, try to ensure that applicants with specific learning differences, developmental disorders and/or disabilities are able to follow a programme of study most suitable to his or her needs, with appropriate support. This support will be monitored, reviewed and adapted as appropriate.

29.2 We encourage applicants to declare their disability, learning difference or developmental disorder. On receiving this information applicants may be contacted by a member of the Learning Support

29.3 Applicants who are aware they have specific needs are strongly recommended to outline them at this stage so that they can be advised as to how to collate appropriate evidence. Hartpury will provide comprehensive advice and information as to what evidence is required to gain support.

29.4 Applications from applicants holding an Educational Health Care Plan (EHCP) will be referred to the Learning Support Team who will process the application according to their procedures and confirm the application decision to the Admissions team.

29.5 Hartpury is committed, where reasonably possible, to meet the needs of all students in order that they can gain access to and make progress on, the course(s) of their choice. Where adjustments to the educational environment are required, we will make every effort to do so, provided this is achieved within resource constraints and deemed to be a reasonable adjustment under the Equality Act 2010. Where this is not possible, outside assistance may be sought to try and ensure barriers to entry are minimised.

29.6 Please refer to our website for further details of the support available.

30 Data Protection

30.1 We will handle data and information in a manner that complies with the Hartpury Data Protection Policy. All staff involved in admissions will have received training that enables them to discharge their responsibilities in relation to data protection.

30.2 Further information on our Data Protection Policy can be found on the Hartpury website.

31 Fraudulent Applications

31.1 We are not prepared to admit applicants on the strength of information believed to be either fraudulent or plagiarised, and reserve the right to reject or cancel an application at any point under these circumstances.

31.2 We also reserve the right to:

- request additional information to verify an application;
- put the application process on hold whilst investigating the alleged fraudulent application and/or plagiarism;
- withdraw the application/place if it is proven, or we have reasonable belief, that the information provided is false, or if the applicant/student refuses to provide the requested information;

- terminate a student's registration if they are is found at a later stage to have submitted a fraudulent application;

31.3 Applicants may be required to be able to present original academic and personal documentation at enrolment prior to the start of the programme of study. All documentation is verified by admissions staff. If any information relevant to the application is found to be fraudulent, inconsistent with the application, or missing, the application will be deemed void and the offer of a place may be rescinded.

32 Criminal Convictions

32.1 We will use the information declared relating to criminal convictions to ensure we fulfil our responsibilities and obligations for the safeguarding of children, young people and adults with whom staff and students are in contact.

32.2 Applications are first given a preliminary check by the Admissions Team, to ensure that they meet entry requirements and other basic expectations for the programme. If the application is unsuccessful at this stage criminal conviction data is not considered.

32.3 If the applicant meets the basic academic requirements for the programme and a criminal conviction has been declared, the applicant will be required to provide written details of the nature of the offence(s), including dates, the sentence imposed and the name of the court, with a copy of any conviction notices, and any information about whether conviction(s) are 'spent' and the appropriate date. This information is sent directly to the Head of Admissions (or nominee). The applicant may also be asked to give details of their Probation Officer and to give their consent for the Head of Admissions (or nominee) to contact him/her in order to obtain the Probation Officer's views as to the likely danger or otherwise of the applicant's behaviour to other students and staff. The applicant will generally be required to provide this information electronically; however, if the applicant is applying for a programme which requires the student to be interviewed in advance of an offer being made, they may be asked to bring the information to the interview.

32.4 When this information is received, the Head of Admissions (or nominee) will consider the information provided and will complete a risk assessment. In doing so, the Head

of Admissions will refer to the Child Protection and Safeguarding Policy and Procedure. The Head of Admissions (or nominee) will consider whether to offer a place or whether the conviction is of sufficient seriousness to warrant convening the Sensitive Admissions Sub-Group to consider the matter further.

32.5 The Sensitive Admissions Sub-Group will always be convened to consider the following convictions:

- Any kind of violence including (but not limited to) threatening behaviour, offences concerning the intention to harm or offences which resulted in actual bodily harm.
- Offences listed in the Sex Offences Act 2003.
- The unlawful supply of controlled drugs or substances where the conviction concerns commercial drug dealing, trafficking, possession or possession with intent to supply.
- Offences involving firearms, knives and weapons.
- Offences involving arson.
- Offences listed in the Terrorism Act 2006.

32.6 The Head of Admissions (or nominee) will have discretion to convene the group for reasons not covered by this list where they determine that there are possible grounds for withholding the offer of a place. In all cases the confidentiality of the applicant will be maintained, and personal information will only be made available on a need to know basis.

32.7 When considering this matter, the opinion will be sought from the lead responsible for young person protection issues (or nominee) and the Course Leader (or nominee) where the course is taught. The group shall consult with such other departments or persons as it may require (e.g. Accommodation Services/ Security/ Student Services) and will be convened to consider whether a place can be offered. The group will consider the information provided by the applicant and any further information made available by the applicant's Probation Officer. The group may at its absolute discretion request the applicant to meet with the group to make representations in person and present any further evidence (e.g. references). The group will take a reasonable view as to the risk which the applicant could pose to the institution, its members and visitors, and admission will only be refused if this risk is considered to be unacceptable.

32.8 If an applicant is found to have a relevant offence which was not declared at the point of application or at any stage throughout the application process, the application will be considered fraudulent and this could give grounds for rejecting the application or, if the applicant has become a registered student, then excluding the student.

33 Decision Appeals

33.1 Hartpury is firmly committed to the fair and professional handling of complaints. Applicants will be provided with feedback when decisions are made in relation to their application.
If the applicant considers that decision has been unfair then they have the right to appeal the decisions.

33.2 Appeals must be made in writing to the Head of Admissions via the Admissions Decision Appeals Form stating the reasons why they consider the decision is unfair. If they have further information that they feel is relevant to the application, they can submit this with the appeal.

33.3 The Head of Admission will consider the appeal and if necessary, seek further information from the academic team that completed the interview. The Head of Admissions will endeavour to notify an appeal decision within 10 working days. However, first and foremost, they will seek to make a considered decision and therefore sometimes it can take longer than this period to make a full assessment.

33.4 The Head of Admissions will provide a response in writing confirming whether the appeal has been successful, or not.

33.5 If after this first appeal the applicant still feels that the decisions reached is unfair they have the right to make a final appeal to the College Principal (or their designate). Details of how to progress the appeal to this stage will be provided by the Head of Admissions along with their initial response.

34 Progression Appeals

34.1 Appeals against decisions not to allow current Hartpury College students to progress from one year of a course to another will be referred to the relevant Assistant Principal who will review and respond to the appeal.

35 Confirmation Appeals

35.1 There is no right to appeal for applicants who are not accepted onto courses having failed to meet the terms of their offer.

36 Waiting List Appeals

36.1 There is no right of appeal against decisions to offer an applicant a place on a waiting list

37 Complaints

37.1 If applicants feel that the admissions process has not been followed, they may complain using the Customer Complaints Procedure, a copy of which is available on the Hartpury website.

38 Feedback

38.1 Hartpury is committed to listening to feedback. Comments on this policy can be sent via email to headofadmissions@hartpury.ac.uk.

39 Threatening, Abusive or Violent Behaviour

39.1 We are committed to providing a professional and fair service to everyone we work with. In return we ask that applicants and those supporting them respect our staff. We will not tolerate threatening, abusive or violent behaviour in any form.

Freedom Of Speech

As part of this procedure, Hartpury reaffirms its commitment to the principles of freedom of speech and academic freedom, in accordance with the Higher Education (Freedom of Speech) Act 2023 and guidance from the Office for Students (OfS). Hartpury will take all reasonably practicable steps to secure the right to express lawful views and engage in open debate without fear of censorship or institutional discipline for staff, students, and visiting speakers. In addition, this policy prohibits the use of non-disclosure agreements (NDAs) in any situation that would prevent staff from speaking out about misconduct, harassment, or other matters of public interest.

Equality, Diversity And Inclusion

As with all Hartpury policies and procedures, due care has been taken to ensure that this policy is appropriate to all members of staff and students regardless of their age, disability, ethnicity, gender, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sexual orientation and transgender status.

The policy will be applied fairly and consistently whilst upholding Hartpury's commitment to providing equality to all. If any employee or student feels that this or any other policy does not meet this aim, please contact the HR Department (staff) or an academic tutor (student).

Hartpury is committed towards promoting positive mental health by working towards the MINDFUL EMPLOYER Charter, holds the Student Minds University Mental Health accreditation and has signed the AoC Mental Charter. Hartpury aims to create a culture of support within the workplace where employees can talk about mental health problems without the fear of stigma or discrimination.

Appendix 1 – Contact information

Admissions	01452 702244	admissions@hartpury.ac.uk
International	01452 702344	international@hartpury.ac.uk
Accommodation	01452 702352	accommodation@hartpury.ac.uk
Transport	01452 702183	transport@hartpury.ac.uk
Finance	01452 702148	finance@hartpury.ac.uk
Learning Support	01452 702447	learningsupport@hartpury.ac.uk