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**Admissions Service Levels**

**Introduction**

The following document details the implementation of service levels around the assessment and decision turnaround to assist with more direct offer making by Admissions staff and maximising successful recruitment the University.

Discussion and setting of turnaround times are reviewed annually and can differ dependant on the entry requirements for programmes as some programmes may require longer periods of due to professional requirements such as interview requirements or additional steps in the selection process.

**1.Objectives**

1. To set realistic turnaround times for application to decision to manage applicant expectations.
2. To increase successful recruitment through reducing the turnaround time for application decisions.
3. To increase the number of programmes where Admissions, with criteria guidelines from schools, can make direct offers without Programme/Course director reviews.
4. To reduce the amount of time applications are with staff responsible for admissions to complete assessment, particularly with peak periods such as application deadlines, holiday periods.
5. To agree realistic turnaround times of applications and escalation points to senior staff when delays fall outside of these.
6. To monitor the effectiveness of the turnaround times against recruitment data following implementation to review before future cycles.

**2. Service Levels**

Information from schools

* Provide and refine information on entry requirement in relation to degree profiles and qualification information to enable potential applicants to make decision on suitability on applying for appropriate programmes.
* Provide clear guidance to enable such profile information to be used by Admissions staff to filter application profiles relevant to courses and direct offer making.

Admissions

* Provide clear information on expected application processing times to advertise to potential applicants and stakeholders such as overseas agents and recruitment teams.
* Provide admissions advice and documentation to support Admissions staff in being able to complete direct offer assessments.

**3. Service Level Guidelines**

* Internal procedures and guidance will be updated each year and changes communicated to the appropriate staff.
* Admissions to process decisions on UG and PG, where all criteria requirements are met within 2 working days.
* Staff in Schools responsible for admissions to process and make decisions on UG and PG applications, where all information for assessment is provided, within 2 working days from receipt of application by the Admissions Office.
* Where a decision cannot be made in accordance with the criteria supplied by the School, Admissions will refer UG and PG applications to the relevant programme tutor via the dashboard within 1-2 days of receipt of application.
* Applicants will be chased for information 5 working days after the initial request.
* Staff in Schools responsible for admissions will be chased 5 working days after the application is referred.
* Application processing should not generally exceed 10 working days without a valid reason (e.g. delay in information provided, interview required, research panel meeting times).
* Turnaround agreements above can be affected by workload priorities and failures within systems used in the recruiting of students.

**4. Key Performance measures**

* Increasing offer acceptances
* Reducing application decision/ turnaround times
* Achieving required student enrolment targets