

## Applicant Feedback Procedure.

Courses at the Royal Welsh College of Music and Drama are very competitive and attract high numbers of applications; because of this, it is not always possible to provide individual feedback. However, in line with the Data Protection and Freedom of Information Acts the College has put in place a process for the provision of personal information where possible

In the case of unsuccessful applicants to all courses, feedback may be provided in consultation with academic staff as requested. All requests for feedback must be made in writing to the College. No communications will be entered into with anyone other than the applicant. Feedback requests can take several weeks to process. Specific guidance about requesting feedback can be found below:

Applicants to all Music, Acting and Musical Theatre courses	<ul style="list-style-type: none"><li>• Feedback requests must be made in writing to <a href="mailto:admissions@rwcmd.ac.uk">admissions@rwcmd.ac.uk</a>. The email must come from the address supplied on the application form and contain the applicants full name, UCAS ID number, course and audition date &amp; time.</li><li>• Feedback requests will only be accepted from the applicant themselves. Requests from third parties will not be acknowledged.</li><li>• Feedback requests received later than two months after the audition date will not be dealt with.</li></ul>
Applicants to all Stage Management, Design for Performance and Arts Management courses who received an interview	<ul style="list-style-type: none"><li>• Feedback requests must be made in writing to <a href="mailto:admissions@rwcmd.ac.uk">admissions@rwcmd.ac.uk</a>. The email must come from the address supplied on the application form and contain the applicants full name, UCAS ID number, course and interview date &amp; time.</li><li>• Feedback requests will only be accepted from the applicant themselves. Requests from third parties will not be acknowledged.</li><li>• Feedback requests received later than two months after the interview date will not be dealt with.</li></ul>
Applicants to all Stage Management, Design for Performance, Scenic Art and Arts Management courses who did not receive an interview	<ul style="list-style-type: none"><li>• Feedback requests must be made in writing to <a href="mailto:admissions@rwcmd.ac.uk">admissions@rwcmd.ac.uk</a>. The email must come from the address supplied on the application form and contain the applicants full name, course and UCAS ID number.</li><li>• Feedback requests will only be accepted from the applicant themselves. Requests from third parties will not be acknowledged.</li><li>• Feedback requests received later than two months after the date you received your decision may not be dealt with.</li></ul>

The Royal Welsh College of Music and Drama will not enter into a dialogue with applicants in the provision of feedback. Our courses are highly competitive and applicants need to recognise that feedback may simply state the fact that other applicants were stronger or that the course is not, in our opinion, suitable for them.

Any feedback given should be taken in the spirit in which it is intended, as constructive suggestions, and not a guarantee of a successful application in future years. Applicants should not consider the Royal Welsh College of Music and Drama as sole arbiters of their ability. Applicants who are unsuccessful in their application to us, often go on to gain places at other Conservatoires, and similarly, applicants who we accept may have been unsuccessful elsewhere.

There may be occasion when an applicant feels unhappy with the manner in which the admissions process was undertaken. In the interests of fairness to applicants, the Royal Welsh College of Music and Drama has a Complaints and Appeals Procedure.

Applicants may not appeal for the following reasons:

- You do not agree with the audition/interview panel's assessment of your ability or suitability for the course
- You were suffering from an illness (certified by a medical professional) or other verifiable extenuating circumstance which may have affected your performance but did not inform the admissions team beforehand.

Complaints should be made in writing, to [admissions@rwcmd.ac.uk](mailto:admissions@rwcmd.ac.uk) in the first instance. Complaints should include your full name and address, as much as you can about the complaint including when the event / issue occurred, where it occurred, what you believe has gone wrong, what action you have taken to pursue the complaint so far and how you would like the issues to be

resolved. Complaints should usually be made within three months of the event or issue you want to complain about. We will give you our decision in ten working days or less. Should the complaint need to be investigated, a full response to the complaint will take longer than this but we will inform if the response will be delayed.