

UNIVERSITY OF ESSEX

UNDERGRADUATE ADMISSIONS POLICY

This policy applies to admission in the academic year 2021-22.

SCOPE OF POLICY

This policy applies to all admissions to full-time undergraduate courses at the University's campuses in Colchester, Loughton and Southend. It covers all stages of an applicant's interaction with the University from initial enquiry through to application, receipt of the University's selection decision and the transition to first registration and induction for successful applicants.

RESPONSIBILITY FOR POLICY

The Undergraduate Admissions Policy is approved by the Senate. Implementation of the policy is the responsibility of the Director of Admissions, Communications & External Relations.

REVIEW OF POLICY

Monitoring and review of the Undergraduate Admissions Policy is undertaken annually by the Senate and its sub-committees.

PRINCIPLES GOVERNING UNDERGRADUATE ADMISSIONS

The University recognises the value of diversity and is committed to equality of opportunity. It aims to provide an environment in which applicants are treated with dignity and respect and solely on the basis of their abilities, merits and potential.

The University is committed to fair access and encourages applications from all students who are able to demonstrate the potential to meet the entry criteria for the relevant course and to benefit from study at undergraduate level. Individual applicants are considered on the basis of their merits, abilities and potential, regardless of race, ethnic origin, gender identity, sexual orientation, disability, age, socio-economic background, family circumstances, religious or political beliefs and affiliations or other irrelevant distinction. The University's admissions policies and procedures are designed to ensure that all applications are considered fairly and consistently and in accordance with professional standards.

The University acknowledges the guiding principles and precepts governing good admissions practice set out by the Schwartz Report¹ and in the Quality Assurance Agency (QAA) UK Quality Code for Higher Education: Admissions, recruitment and widening access (November 2018). The University welcomes the recognition by Schwartz and the QAA of the autonomy enjoyed by higher education institutions in making admissions decisions and of the need to exercise judgement in making such decisions. Against this background the University of Essex Undergraduate Admissions Policy is intended to provide a policy and procedural framework within which admissions decision-making is characterised by transparency, fairness and consistency.

The University strives to observe the rules and procedures set down by UCAS, the Office for Students, other good practice guidance provided by the sector, and to comply with all relevant legislation in relation to its undergraduate admissions activity

¹ Fair admissions to higher education: recommendations for good practice ('The Schwartz Report') Admissions to Higher Education Review, September 2004 <https://www.spa.ac.uk/resources/schwartz-report>

SECTION 1 – MARKETING AND STUDENT RECRUITMENT

The University is committed to the provision of comprehensive, open and consistent messages in its marketing and recruitment information, and to the management of activity which leads to the admission of students to the University in ways that are fair, clear and explicit and implemented consistently.

Ensuring consistency is important especially in relation to the very wide range of different countries, in which the University undertakes marketing and recruitment activities.

The University's marketing and recruitment messages are delivered through promotional materials and activities which we aim to ensure are accurate, relevant, current, and accessible in order to provide information that will enable applicants to make informed decisions about their options.

Marketing and Student Recruitment activities include:

- participation at education exhibitions around the world
- collaboration with potential and existing partner institutions
- communicating with enquirers and applicants
- working with agents who represent us around the world
- on-campus Open Days and Applicant Days
- working with schools and colleges around the world

Marketing and Student Recruitment information is communicated via a number of different channels and includes:

- printed prospectuses at undergraduate and postgraduate levels
- the University website (www.essex.ac.uk) which includes specific pages for international students (www.essex.ac.uk/international)
- HTML email campaigns to enquirers and applicants
- social and new media
- print and digital advertising campaigns

Marketing and Student Recruitment also ensure that communications with applicants and enquirers adheres to CMA (Competition and Markets Authority), GDPR (General Data Protection Regulations) and PECR (Privacy and Electronic Communications Regulations) legislation.

Marketing and Student Recruitment and admissions staff maintain a strong working relationship in order to ensure a holistic approach that is informed by the principles set out in the Undergraduate Admissions Policy.

SECTION 2 – OUTREACH AND WIDENING PARTICIPATION

The University fosters an inclusive and diverse environment for study, providing opportunities to individuals who are able to demonstrate the greatest potential to benefit from the type of education delivered at undergraduate level, regardless of their background. Building on our commitments to transformational education and inclusion, we are focused on ensuring consistency in the range and quality of learning opportunities for every student, responsive to our students' needs and aspirations. This is reflected in our emphasis on supporting every student, from every background, to achieve outstanding outcomes. The University's Outreach team is engaged in a range of activity targeted at applicants from groups that are under-represented in higher education, and aims to recruit applicants with merit and potential and to prepare them suitably for entering and undertaking study at a research-led university.

The University aims to deliver a cohesive approach to widening participation and fair access, which is expressed in its Access and Participation Plan, and the Undergraduate Admissions Policy. Outreach and Admissions staff maintain a strong working relationship with appropriate representation on formal University committees, to ensure that the admissions policy and access and widening participation strategy are mutually informed, and to maintain a holistic approach to access.

Outreach activity is informed by the principles set out in the Undergraduate Admissions Policy.

SECTION 3 - ADMISSIONS

The University operates a centralised undergraduate admissions function for all full-time applications received via UCAS and directly. Applications are processed by a team of Senior Admissions Advisers who act as the principal contact for applicants throughout the admissions process. Selection decisions are made by Admissions Selectors, who may be members of academic staff or members of the central Undergraduate Admissions team.

The Undergraduate Admissions Office is responsible for approving the offer and any conditions. A formal offer letter and the University's Terms and Conditions are communicated to applicants at the initial offer stage.

RESPONSIBILITY OF APPLICANTS IN ADMISSIONS PROCESS

Applicants are expected to:

- provide complete and honest information in applications submitted to the University
- respond in a timely manner to requests for further information from the University
- communicate any changes to the information originally supplied in their application as soon as possible
- be courteous and respectful in their communications with University staff involved in admissions.

ENTRY REQUIREMENTS

1. Academic requirements

All undergraduate applicants who are under 21 at the point of entry are required to meet the University's General Entrance Requirements, as set out in University Regulations.

Entry requirements are normally expressed in terms of three A-level grades or equivalent, but they may also be expressed in terms of the minimum UCAS tariff points required for individual courses. Course-specific entry requirements are published annually in the undergraduate prospectus, on the University website and via the UCAS website. Academic entry requirements are reviewed and approved annually and may include specific subjects and attainment at GCSE and/or A-level or equivalent.

2. English language competence

All undergraduate applicants are required to achieve the equivalent of grade C/4 or above in GCSE English, as set out in the University's General Entrance Requirements.

Applicants whose first language is not English are required to achieve a minimum overall score of IELTS 6.0 or equivalent to be admitted to the first year of an undergraduate course. The minimum entry requirement for direct entry to the second, third or final year of an undergraduate course is normally IELTS 6.5 or equivalent. Lower English language requirements apply to foundation level study; higher English language requirements are required for entry to certain accredited courses. The University accepts a range of English language qualifications as being equivalent to IELTS. The English language qualifications and tests which are acceptable for entry to the University and the levels required are listed on the following web pages:

EU and EEA nationals, and nationals from 'majority English speaking countries':
www.essex.ac.uk/see/ug-eu-english

International applicants that require a Tier 4 visa:
www.essex.ac.uk/see/ug-intl-english

Applicants that have a valid IELTS score that is below the entrance requirement for their course may be referred to the relevant course at the University of Essex International College as a route to achieving the English language entrance requirement.

3. Publication of entry requirements

Entry requirements are normally determined up to two years before the proposed point of admission, e.g. by January 2019 for October 2021 entry, and are published in the undergraduate prospectus, on the University website and on the UCAS website. The University reserves the right to amend its entry requirements up to 12 months before the proposed point of admission. Amended entry requirements will be published on the University website and the UCAS website. Applicants already holding offers at the time of the change will be admitted in accordance with the terms of the existing offer unless the new requirements are in favour of the applicant, in which case a revised offer will be issued automatically.

4. Acceptable qualifications

The University accepts a wide range of level 3 qualifications from the UK, including A-level and AS-level, International Baccalaureate, BTEC and OCR National qualifications, Access to HE Diploma courses (approved by the Quality Assurance Agency), Open University qualifications and a range of professional qualifications.

A wide range of foundation courses, EU and other international qualifications are also accepted. The equivalence of such qualifications to level 3 UK awards will be evaluated in accordance with independent national guidance provided by UK NARIC, UCAS, Ofqual and other recognised sources.

For courses with subject specific entry requirements at GCSE level, a wider range of equivalent qualifications are also accepted, including components from high school qualifications from outside of the UK.

The Head of Undergraduate Admissions has overall responsibility for undertaking such evaluations in consultation with Admissions Selectors and recruitment staff, and for maintaining the University's Undergraduate Qualifications guidance documents for use by Academic Selectors and Senior Admissions Advisers.

5. Verification of qualifications

The University will normally verify the result of any qualification that is not received from UCAS either directly, or via the Awarding Bodies Linkage (ABL). If the University has not received results from UCAS, applicants will be required to submit evidence of results of their admitting academic qualifications and their English language test/qualification (if applicable), before they are permitted to register at the University. Information and guidance on qualification verification is sent to applicants at both the initial offer and at the confirmation stage of the admissions cycle.

6. Tier 4 requirements

Where an applicant requires a Tier 4 visa to study in the UK, an offer of a place will be subject to compliance with relevant aspects of the Home Office's Tier 4 sponsor guidance and University guidance relating to the admission of Tier 4 applicants.

The Home Office guidance can be found at:

www.gov.uk/tier-4-general-visa

www.gov.uk/government/collections/sponsorship-information-for-employers-and-educators

SELECTION

7. **Assessment of applications and initial checks**

All applications for undergraduate degrees, including Higher and Degree Apprenticeships, are subject to an initial check on receipt by a Senior Admissions Adviser. The initial check will identify applications which require specific attention (see section on *Consideration of Additional Data in Selection and Offer-Making*, paragraphs 19 to 27 below), in order to ensure that they are dealt with in accordance with relevant procedures. On completion of the initial checks the application will be submitted to an Admissions Selector, who will make the selection decision.

8. Applications from individuals who do not meet the University's General Entrance Requirements may be rejected at the initial assessment stage. Applicants who have the potential to achieve the course entry requirements, but do not meet the University's General Entrance Requirements will be referred to the relevant Undergraduate Admissions Selector who will determine the outcome (whether to make an offer or to reject). If the Admissions Selector recommends that an offer should still be made, the application will be approved by a member of the Undergraduate Admissions team on behalf of the Deputy Dean (Education) or submitted to the Deputy Dean (Education) of the relevant Faculty, who is responsible for determining whether the General Entrance Requirements may be waived.

9. **Selection decision**

In accordance with the University's commitment to fair admissions, each application is considered individually by an Admissions Selector, who will determine whether an offer should be made on the basis of academic achievements to date, predicted academic achievement and other evidence of the applicant's ability and potential to complete the course for which they have applied. This includes evidence of the applicant's motivation, skills, experience and attitude, as expressed in the personal statement and the academic reference. The Admissions Selector may take into account any extenuating circumstances which have affected an individual applicant when deciding whether an offer should be made.

10. **Interviews, auditions and other evidence**

Some departments invite all applicants who are based in the UK at the time of application to attend an interview or workshop, which provides an opportunity for applicants to meet one or more members of academic staff in order to provide a mutually beneficial assessment of their suitability for the course. Eligible applicants who are not invited to attend for an interview (for example because the interview period is over) or who are unable to attend, will receive equal consideration. However, the University reserves the right to reject applications from applicants who are invited to attend an interview and who do not respond to one or two specific invitations to attend.

Applicants to East 15 Acting School are required to undertake an audition, interview or workshop as part of the selection process.

Applicants to some health-related courses, for example BSc Nursing, Foundation Degree in Oral Health Science, BSc Social Work, BSc Physiotherapy, BSc Occupational Therapy and BSc Speech and Language Therapy, are required to attend a compulsory interview and may be required to complete specific tests before an offer can be made.

Applicants to courses with a compulsory interview are offered the opportunity to be interviewed and tested via video link where practical or necessary.

Application processes and requirements are set out in the University's Undergraduate prospectus and the University website, and further information about the interview process will be communicated to relevant applicants at the application stage.

OFFER-MAKING

11. **Communication of offer**

Where the University decides to make the applicant an offer, this is communicated to applicants via UCAS Track and/or via the *myEssex* applicant portal. Applicants will receive an offer letter, '*Important information about your offer*' booklet and information on the University's Terms and Conditions via the *myEssex* applicant portal.

12. **Conditions of offer**

The offer letter sets out the specific conditions that the applicant has been asked to achieve in order for their place to be confirmed. The offer will be expressed in terms of A-level grades or the equivalent for applicants who are taking non A-level qualifications, or UCAS tariff points. Where appropriate the offer will include the English language requirement that the applicant must achieve in order for their place to be confirmed.

The University normally makes the Standard Conditional Offer (SCO) for the course. However, Admissions Selectors may make a different offer in individual cases, in accordance with the admissions criteria for the department or course applied for.

The offer letter may also set out non-academic conditions that the applicant must meet before admission to the course can be confirmed. These may include receipt of a completed 'under 18' form, or receipt of a satisfactory reference. For courses that require an enhanced Disclosure and Barring Service (DBS) or Occupational Health check, applicants may not be able to register and/or undertake the relevant course placement, pending successful outcome of these checks.

13. **Unconditional Offers**

An offer of a place to an applicant who has already demonstrated achievement of both the academic and any English language entrance requirements, and has fulfilled all other requirements, will be unconditional. The applicant is not required to demonstrate any further achievement in order for their place to be confirmed at the University.

14. **Applicants made an alternative offer**

In cases where the applicant is deemed unlikely to achieve or has not achieved the entry requirements for the course for which they have applied, but where an alternative course is available, a 'change of course offer' may be made.

15. **Tuition Fees**

The tuition fee for the first year of the course is included in the offer letter. Further information on tuition fees is provided in the documentation issued with the offer letter.

16. **Deferred entry**

Applications for deferred entry are welcomed and will be given equal consideration with applications for entry in the current admissions cycle. Applicants requesting deferred entry must still be able to meet the academic and English language requirements for the course in the current admissions cycle and in the subsequent admissions cycle. In addition, applicants who require a Tier 4 visa to study in the UK will need to meet the Home Office rules and requirements in force at the point of entry, including any changes to the immigration rules that may have been introduced since the initial application.

17. **Unsuccessful applicants and feedback**

Where the University decides that an offer cannot be made, this is communicated to applicants via UCAS Track and/or via the *myEssex* applicant portal. Admissions selectors are required to record the reason(s) for not making an offer in each individual case. The University aims to provide feedback, if requested in accordance with its feedback policy: www.essex.ac.uk/-/media/documents/study/ug-admissions-feedback-policy-2020-entry.pdf

18. **Discontinuation, suspension or change of course titles**

The University reserves the right to discontinue or suspend a course for which offers have already been issued but undertakes to do this in exceptional circumstances only. Where a course is discontinued, applicants holding offers are informed as soon as possible; where possible and appropriate, applicants are offered a place on an alternative course offered by the University, or given the opportunity to add a new course choice on their UCAS track, if appropriate. Where the title of a course is changed, applicants holding offers are informed as soon as possible of the change and given options for how they would like to proceed. Further information about changes or possible closures of courses is provided to applicants at the initial offer stage.

CONSIDERATION OF ADDITIONAL DATA IN SELECTION AND OFFER-MAKING

19. **Access to Student Wellbeing and Inclusivity Service (SWIS)**

The University's Student Wellbeing and Inclusivity Service (SWIS) offers a confidential specialist advice service which takes place independently of the academic selection process, which is based entirely on academic merit and takes place in accordance with standard policy.

Applicants who declare a disability in their application are advised to contact SWIS, which can provide advice and guidance or, where appropriate, make recommendations about applicant's reasonable adjustment needs and what arrangements may be necessary to enable applicants to meet the course requirements. In individual cases, SWIS may invite applicants for an interview to support their understanding of the applicant's requirements.

Applicants who declare they are Care Leavers or Estranged from their family may also wish to contact SWIS for advice and guidance.

20. **Mature applicants**

Applications from mature students, formally defined as students over the age of 21 at the start of the course, are welcomed and will be given equal consideration with all other applications.

21. **Applicants who will be under 18 at the time of entry to the University**

In accordance with University regulations, applicants who will be under 18 at the time of entry will be required to comply with the University's safeguarding policy and guidance. Such applicants will be required to complete the relevant under 18s form satisfactorily, providing parental/guardian approval and details of a UK-based emergency contact who is over the age of 21, before their place is confirmed. Applicants who require a Tier 4 visa to study in the UK and who are under 18 at the point their Confirmation of Acceptance for Studies (CAS) is issued, will also be required to complete the required under 18s form satisfactorily, but are not required to provide a UK-based emergency contact if they will be over the age of 18 at the start of their course. Offers cannot be made to applicants who will be under the age of 16 at the start of their degree course.

The policy for safeguarding can be found at:

www.essex.ac.uk/information/safeguarding/safeguarding-policy-and-guidance

22. **Accreditation of Prior (Experiential) Learning**

Applicants seeking recognition for prior or experiential learning are handled in accordance with the University's Procedure on AP(E)L. If the AP(E)L request is approved, the offer will note the volume of credit which has been accredited and the changes to the applicant's planned course structure which result from the approval. Applications for second or final year entry are submitted via UCAS or directly to the University and considered in the normal way.

Further information on the University's policy and procedure for the accreditation of prior (experiential) learning (AP(E)L) can be found at:

[www.essex.ac.uk/quality/university_policies/ap\(E\)L/default.asp](http://www.essex.ac.uk/quality/university_policies/ap(E)L/default.asp)

23. **Applicants requesting readmission**

Applicants who have previously withdrawn from study at the University, and who wish to be readmitted, will be considered in accordance with the University's policy and procedure on the readmission of students. Information for students can be found at:

<http://www.essex.ac.uk/students/course-admin/readmission.aspx>

24. **Applicants admitted under specific link agreements**

The University may admit applicants to specific degree courses under link agreements with overseas institutions. Link agreements may include specification of the academic and English language entry requirements for admission to the relevant year of the relevant degree course.

25. **Assessment of applicant fee status**

The Senior Admissions Adviser checks information in the ~~UCAS or direct~~ application relating to fee status, including the nationality, country of residence, address, personal statement and reference of each applicant. If an applicant's fee status is unclear from the information provided on the application form, a fee status assessment will be undertaken.

Fee status assessments are carried out by trained members of admissions staff in accordance with UK fees and awards legislation and guidance provided by the UK Council for International Student Affairs at: www.ukcisa.org.uk. The University does not exercise discretion when determining applicants' fee status.

Confirmation of the applicant's fee status is included in the offer letter issued to the applicant, however, the University reserves the right to amend an applicant's fee status after the formal offer has been issued.

Further information about fee status is available on the University's website:

www.essex.ac.uk/fees-and-funding/current/fee-status/

26. **Fraudulent applications, including similarity detection in personal statements**

The validity of the documentation submitted by applicants at the initial offer, confirmation and CAS-issue stage are checked by trained staff in the Undergraduate Admissions Office. Where there is evidence that fraudulent or incorrect information has been included in the application form, the University reserves the right not to proceed with the application. Where there is satisfactory or sufficient evidence that fraudulent documents or incorrect information have been used to obtain an offer, the University reserves the right to withdraw an offer with immediate effect.

Applications submitted via UCAS are subject to the anti-fraud procedures and checks carried out by UCAS. All personal statements submitted via UCAS are subject to the UCAS similarity detection procedure. Where a personal statement contains significant similarities to another

previously submitted to UCAS the University is notified of this and of the extent of the similarity.

Applications highlighted by the UCAS Similarity Detection Service are then considered in accordance with the relevant guidelines. Applicants highlighted by this service will be sent information about the University's policies on academic offences.

27. **Declaration of criminal convictions**

Applicants for courses that are subject to a mandatory DBS check² are required by the University to declare all criminal offences that are deemed to be unspent and spent in accordance with the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (Amendment) (England and Wales) Order 2013. If the Admissions Selector recommends that an offer be made, such applications will be referred for consideration in accordance with the University's Student Membership and Disclosure and Barring Service Checks Policy. Formal offers of admission will only be made following consideration of the conviction and application in accordance with the policy. Application of the policy takes place independently of the academic selection process, which is based entirely on academic merit and takes place in accordance with standard admissions policy.

www1.essex.ac.uk/dbs/documents/student-membership-and-dbs-policy.pdf

Applicants who are convicted of a criminal offence or receive a police caution after submitting an application for a mandatory course must inform the University. Disclosures can be made in writing to the Head of Undergraduate Admissions.

Applicants who accept a place for study on a non-mandatory course are not required to disclose their criminal record prior to admission, but applicants under supervision or currently on licence are encouraged to make us aware of any conditions or requirements which may prevent them from fully engaging with their course and the broader University community. Where possible, the University will undertake to make reasonable adjustments, but if it becomes apparent that the applicant is unable to meet the course learning outcomes, they may be required to withdraw their application or transfer to an alternative course.

In all cases, where applicants choose to share information about a criminal offence or police caution with the University, they will be offered support and guidance through the University's specialist support services.

Students studying a non-mandatory course may be required to disclose their criminal record at a later date after registering for the course where they engage in regulated activity that requires a DBS check, for example, through selecting a particular research topic or an optional module.

ACCEPTANCE OF OFFERS

28. **Applicant contract and 14 day right to cancel**

Applicants who apply to the University through UCAS are able to accept an offer of admission from the University as their firm or insurance choice via UCAS Track. Applicants who apply directly to the University can accept their offer of admission via the *myEssex* applicant portal.

A contract is made between the applicant and University at the point an offer of a place is accepted as either a firm or insurance choice via UCAS Track, or via the *myEssex* applicant portal. If an applicant changes their mind after accepting the offer, they have the right to

² A list of the courses that require a mandatory DBS check is published on the University's DBS webpages. These are known as mandatory courses. Courses that require a mandatory DBS check involve regulated activity as defined by the University's Policy on Safeguarding Adults and Children at Risk.

cancel the contract within 14 days. The cancellation period ends 14 days after the day on which the offer was accepted, but it is still possible to cancel after the 14 day period.

Further information about the contract and the 14 day right to cancel is sent to applicants at the initial offer stage, in the University's Terms and Conditions.

CONFIRMATION

29. Consideration of applicant results

The University considers the results of all applicants who are holding a Conditional Firm (CF) or Conditional Insurance (CI) place before deciding whether to confirm their place. A-level, BTEC and Access to HE Diploma results and the results of some other qualifications are automatically provided to the University by UCAS. In the case of results not provided by UCAS, it is the applicant's responsibility to provide the Undergraduate Admissions Office with evidence of the results of academic and English language qualifications. The University reserves the right not to confirm an applicant's place if they do not provide evidence of having met the conditions of their offer by the relevant deadline.

30. Verification of results

The University reserves the right to verify all results by checking appropriate qualification documentation prior to confirming an applicant's place and/or permitting registration with the University. English language test results will be verified online with the qualification awarding body (e.g. IELTS) where this is possible. The validity of documents at confirmation is checked by trained staff in the Undergraduate Admissions Office. Where results cannot be verified or where there is evidence that fraudulent documentation has been submitted, the University reserves the right not to confirm an applicant's place, or withdraw the place if the offer was originally unconditional.

31. Applicants holding conditional firm offers

On receipt of the applicant's results, Undergraduate Admissions staff check to see if the conditions of the offer have been met. Where they have, the place is confirmed and UCAS is informed that the applicant's status is now Unconditional Firm (UF). Direct applicants will receive this notification via the *myEssex* applicant portal. Where the applicant's results have fallen short of the conditions of the offer by a narrow margin, the applicant's place may be confirmed at the discretion of the Head of the relevant department, commonly delegated to the Admissions Selector and subject to the availability of places. Other factors relating to the applicant's circumstances may be considered in accordance with the University's policy on contextual data and/or extenuating circumstances.

32. Applicants holding conditional insurance offers

The confirmation process for applicants holding conditional insurance offers is the same as for applicants holding conditional firm offers.

33. Communication of Confirmation Decisions

All applicants holding conditional firm offers are informed of the University's confirmation decision via UCAS and/or via the *myEssex* applicant portal.

34. **Applicants requiring a Tier 4 Visa**

Where an applicant requires a Tier 4 visa to study in the UK, confirmation of their place and the issue of a Confirmation for Acceptance of Studies (CAS) will be subject to compliance with relevant aspects of the Home Office's Tier 4 sponsor guidance and University guidance relating to the admission of Tier 4 applicants.

www.gov.uk/tier-4-general-visa

www.gov.uk/government/collections/sponsorship-information-for-employers-and-educators

35. **Payment of deposits**

Applicants who apply directly to the University and require a Tier 4 visa to study in the UK, must pay a deposit prior to receiving their CAS. This is in line with the University's policy on Tuition Fee Deposits (which also includes information about applicants who are exempt from paying a deposit). The policy can be found at:

www.essex.ac.uk/tuitionfeedeposit/documents/tuition_fee_deposit_policy.pdf

COMPLAINTS

The Undergraduate Admissions Office strives to provide a high quality experience for all applicants throughout the admissions cycle. In the event that an applicant is dissatisfied with any aspect of the University's admissions process, procedure or policy, they may submit a complaint to the Head of Undergraduate Admissions or to the Director of Communications and External Relations, in line with the 'Complaints policy for applicants'. This policy can be found in full at:

www.essex.ac.uk/quality/university_policies/Admissions/default.asp

TRAINING OF STAFF INVOLVED IN ADMISSIONS

The Undergraduate Admissions team (including all Senior Admissions Advisers), academic Admissions Selectors and those involved in processing higher or degree apprenticeship applications are required to undertake training. Training is the responsibility of the Head of Undergraduate Admissions. Regular briefings for both the Undergraduate Admissions team and academic Admissions Selectors take place during the admissions cycle, with a particular focus on identifying and sharing good practice, and updates relating to undergraduate qualifications, offer making and confirmation and clearing. Specific training delivered by Tier 4 Compliance staff in Admissions is also regularly undertaken by staff involved in the processing and decision-making of international applications, where a Tier 4 visa is required.

DATA PROTECTION AND COMMUNICATION WITH THIRD PARTIES

The Undergraduate Admissions Office aims to operate in compliance with data protection legislation and good records management practice. Applicants' data is treated as confidential by all staff involved in the admissions process and is not divulged unnecessarily or inappropriately. In accordance with University policy, staff involved in admissions communicate only with applicants themselves, unless the applicant has given express permission for a third party to communicate on their behalf. Third parties may be parents, teachers, advisers or agents acting on behalf of applicants.

The University's Privacy Policy explains what data we might hold about our applicants and students, how we use it, who we might share it with and the reasons for doing so:

<https://www.essex.ac.uk/student/my-essex/privacy-notice-students>.

The University's Data Protection Policy explains how the University complies with its obligations under the relevant legislation, including the procedures for subject access requests and complaints in respect of personal data:

www.essex.ac.uk/records_management/policies/data_protection_policy.aspx

SECTION 4 - REGISTRATION AND INDUCTION

As part of its Welcome and academic induction process, the University aims to provide a comprehensive programme in order to support the transition of applicants to registered students at the end of the admissions process.

Prior to the start of the online registration process, students are prompted to activate their University of Essex e-mail and IT account. This email and IT account is used to access online registration and welcome. This account also provides access to a range of resources once students are registered and throughout their studies at Essex, whilst also enabling free internet access on campus.

Before commencing their studies, all University applicants are prompted to complete online University registration, preceded by a Welcome programme and departmental induction.

These arrangements will as standard include Registration to the University which permits the commencement of studies, a central Welcome programme and academic induction to a student's home department or school supporting transition to University life. Together these items will provide: introduction to the University and Students' Union, introduction to starting studies including learning and study resources, where to get help and support and specific information for international students.

As part of this process, applicants will be provided with information about optional modules that are available to them and will be invited to select optional modules online in advance of commencement of studies at the University. Please note, not all module choices will be possible to timetable.

To support settling in and making new connections, 'get involved' opportunities will be highlighted to students such as arts, sports, volunteering, club and society membership etc.

Ordinarily, the main period for new students to start their studies is the first week of the academic year (week 1) There are also other intake periods during the year, notably each January at the start of the spring term, and on an ad-hoc basis at other points in the year.

Document owner	Admissions
Document author	Director of Admissions Mandy Chetham
Document last reviewed by	Director of Admissions Mandy Chetham
Date last reviewed	May 2020
Review frequency	Annually