

Admissions Policy – Online

Professional Courses

1. Scope of Policy

This policy covers admissions to University of Essex Online (UoEO) Professional Courses delivered by Kaplan Higher Education UK. It covers all stages of an applicant's interaction with the UoEO from initial enquiry through application and receipt of the selection decision.

We are committed to fair access and encourage applications from all students who are able to demonstrate the potential to meet the entry criteria for the relevant course.

2. Principles Governing Admissions

We believe that a diverse community forms an essential part of our core values and that diversity amongst our student body enriches learning, teaching and the overall student experience.

Our professional courses combine the advantages of a traditional classroom environment with the flexibility of distance learning. They are part-time and delivered entirely online and thus ideally suited to the needs of working adults and those who cannot or do not want to study full-time at a traditional campus-based university.

This policy sets out the means by which we encourage and welcome applicants from different backgrounds. We are committed to ensuring that every student who has the potential to succeed on our modules has the opportunity to apply. Our admissions policies and procedures are designed to ensure that all applicants are considered fairly and consistently and in accordance with professional standards. We acknowledge the principles governing good admissions practice set out in the **QAA Advice and Guidance on Admissions, Recruitment and Widening Access**.

We also strive to observe the good practice guidance provided by **UCAS** where it is applicable to part-time online distance learning provision and to comply with all relevant legislation in relation to admissions activity.

We are committed to equality of opportunity and to a pro-active and inclusive approach to equality to ensure that admission to our micro-credentials is determined only by personal merit. Our Equality and Diversity Policy sets out how we safeguard the equality for our students and our staff.

Monitoring and review of the Admissions Policy is undertaken by the Academic Board and Senior Management Team.

3. Entry Requirements

We have flexible entry criteria for our Professional Courses that does not require you to have any prior academic qualifications or work experience. Any specific entry requirements are outlined in the 'Entry Requirements' section on the relevant Professional Courses information pages [on our website](#).

4. English Language Competence

Applicants whose first language is not English and who have not been educated in an English-speaking environment (country and/or institution) are required to achieve a minimum overall score of IELTS (Academic) 6.5 or equivalent to be admitted onto our Online Professional Courses. A range of English language qualifications are accepted as being equivalent to IELTS.

If applicants do not hold an IELTS or equivalent qualification, we require them to complete the Kaplan Test of English (KTE). KTE is an online assessment which is adaptive based on the answers provided. Students must score a minimum of 459 prior to being offered a place on one of our Online Professional Courses.

5. 14-Day Money Back Guarantee

We recognise that starting, or returning to higher education, especially online study, can be daunting and challenging, therefore we offer a 14-day money back guarantee period. Within this period all students will be required to participate in a range of activities which will allow them to experience online study. Engagement in the activities will help the academic team to determine if any additional support may be required when a student commences their studies.



Additionally, students may decide that this mode of study is not right for them and may withdraw within the 14 days. Students who decide not to continue will receive a full refund within 14 days.

6. The Admissions Process

Each applicant will be allocated a dedicated Admissions Adviser who will be their principal contact and will guide them through the admissions process:

Quality evaluation

All applications are subject to a quality evaluation by an Admissions Adviser. This ensures that the application form has been fully completed and that the following information and documentation has been provided as a minimum:

- Copy of an official form of photo ID (e.g passport)
- IELTS or equivalent English language certificate (if applicable)

In accordance with our commitment to fair admissions, each application is quality checked by an Admissions Adviser, who will determine whether an offer should be made on the basis of the documentation provided.

Successful applicants

Where we decide to make an offer, this will be communicated to the student directly by their allocated Admissions Adviser. The Admissions Adviser will send an offer letter and answer any further questions in relation to the course.

Unsuccessful applicants

Where we decide that an offer cannot be made, the Admissions Adviser will contact the applicant explaining the reasons for the decision. Where possible, the Admissions Adviser will offer guidance as to what alternative qualifications or experience an applicant would need to gain in order to pursue their chosen path of study.



Applicants with disabilities

The University of Essex Online is dedicated to providing all our applicants with an equal opportunity to engage, learn, and succeed on their chosen Professional Course. In order to provide the most appropriate support, it is important that we are made aware of any disability or condition an applicant has – whether the applicant believes it may affect their studies or not. Although, it is the right of the applicant not to disclose a disability if they do not wish to.

Applicants who declare a disability will be provided with advice and guidance on the level of support that we can provide prior to them enrolling to enable them to make an informed decision about joining the module. We can also provide information on any funding that may be available.

7. Responsibility of applicants in the application process

Applicants are expected to:

- Provide full, accurate and honest information with respect to their application.
- Communicate any changes to the information originally supplied in their application as soon as possible; and
- Respond in a timely manner to requests for further information from us.

Any application found to contain false or misleading information will be rejected and no further applications from these candidates will be considered.

We reserve the right to withdraw or amend any offer in light of additional information which may come to light after the original decision has been made.

8. Complaints

Where an applicant is dissatisfied with the outcome of their application, we encourage them to let us know as soon as possible to allow us to resolve the matter as quickly as possible.

A complaint does not necessarily have to be regarding an unsuccessful application but may be in connection with any aspect of the admissions process or any belief that a procedure has not been properly followed.

It is possible that we may not be able to resolve the matter informally, and in these cases the applicant may initiate a formal complaint. Further details of how to raise a formal complaint can be found in the [Complaints and Appeals Policy for Applicants](#).

9. Data Protection and Communication with Third Parties

We 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.

Data may be shared with our University partner, Government agencies and, if appropriate, our recruitment agents. In accordance with University policy, staff involved in the admissions process communicate only with applicants themselves, unless the applicant has given express permission for a third party to communicate on his/her behalf. Third parties may be parents, teachers, advisers or agents acting on behalf of applicants.

10. Registration and Induction

We provide an academic and pastoral induction period to support the transition of applicants to registered students at the end of the admissions process. The Student Support Manager will allocate a Student Support Team to each enrolled student who will be the main point of contact, wherever possible, throughout their studies with us.

The Student Support Team will send out a Welcome Email to introduce themselves, explain the induction process and introduce students to the learning platform and online resources that will be available to them. This will normally also include information on general study skills, access to online libraries and good academic practice, such as effective referencing and advice on how to avoid plagiarism.



Responsible Manager (s)	Titles(s)	Date	Related Policies and Procedures
Katie Flanagan	Head of Student Recruitment and Admissions	March 2026	<u>Disability Disclosure and Reasonable Adjustment Policy</u> <u>Inclusion and Equal Opportunities Policy</u> <u>Complaints and Appeals Policy for Applicants</u> <u>Terms and Conditions (Online Professional Courses)</u>
Faye Coates	Director of Student Recruitment and Admissions		