



STUDENT ADMISSIONS POLICY

GUIDELINE, PRINCIPLES AND
PROCESSES

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DE MONTFORT UNIVERSITY KAZAKHSTAN STUDENT ADMISSIONS POLICY

(Further Education, Undergraduate, Postgraduate Taught and Postgraduate Research)

This policy details the aims of De Montfort University Kazakhstan, hereinafter referred to as DMUK, for the recruitment and admission of Further Education (FE), Undergraduate (UG), Postgraduate Taught (PGT) and Postgraduate Research (PGR) students. It also explains the guidelines, principles and processes that are used to select and admit new home and international students to UG, PGT and PGR courses.

DMUK as a Collaborative Partner of De Montfort University Leicester

This policy document has been benchmarked against that of De Montfort University Leicester. This serves two purposes, first it ensures that the programmes offered on a partner basis by DMUK are governed by admission standards consistent with those in the home university i.e., De Montfort University Leicester. Secondly, in areas of DMUK activity that are not part of the franchise partnership, this admissions policies document is viewed as representing general best practice in student admissions. Accordingly, student admission to DMUK is guided by the following principles and practices.

1. DMUK Recruitment and Admission Aims

- We are a scholarly community that is committed to the public good and underpinned by an unrivalled ability to challenge convention and create impact. Our recruitment and admissions processes are an integral part of our strategic management process and forms the foundation of the excellent student experience we are committed to providing.
- DMUK aims to provide an inspiring and supportive learning environment which fosters the ambition to achieve and transforms our students to become highly sought - after graduates who are fully equipped with skills for employment and for life, enabling them to make a real difference in society.
- We aim to recruit and retain students who will fully engage with, and demonstrate the necessary motivation, qualities, and ability to benefit from their chosen programme of study.

- We aim to recruit a balanced and diverse community in which the student experience is enriched by learning from and about the experiences and background of others. We are proud of our core values of **quality, excellence, impact, student focus, innovation, inclusion and kindness** and it is in this context that we are strongly committed to widening access to higher education and to supporting students from diverse backgrounds to enable them to fulfil their potential.
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- We are committed to the provision of a professional admissions service which attracts, recruits, selects, admits and enrolls students using clear, fair, effective, and consistent policy and procedure which is in line with UK best practice.
 - We commit to recruiting students by:
 - providing simple, clear, transparent and accurate admissions information to help prospective applicants with the recruitment process
 - ensuring a fair and consistent application of the Student Admissions Policy and related process across the University
 - minimising barriers for all applicants
 - ensuring our recruitment assessment methods are appropriate and reliable
 - committing to equality, diversity, and inclusion by encouraging applications from a wide range of educational, social and cultural backgrounds

2. Responsibility, monitoring and review

- The Student Admissions Policy and its implementation is the overall responsibility of the Pro-Rector with full support from the Head of Admissions who will look after day-to-day implementation. The Academic Board is responsible for the monitoring and annual review of the implementation of the policy for Postgraduate Taught, Undergraduate and Further Education programmes and to ensure consistency with the relevant policies of De Montfort University Leicester.
- This policy takes account of relevant UK and, where applicable, Kazakhstan legislation related to student recruitment and admissions.

3. Responsibility for admissions operations

- The Head of Admissions has responsibility for shaping and managing the Student Admissions Policy and its operation across the University. The Head of Admissions works in partnership with the other areas of DMUK (e.g. Marketing) to provide an effective admissions service which delivers our recruitment and admissions aims.
- The Head of Admissions and his/her team are responsible for operational implementation of the Student Admissions Policy and procedures; providing timely and accurate advice and support for enquirers and applicants, academic colleagues, agents, collaborative partnerships, other DMUK departments and external bodies as appropriate; assessing applications against agreed entry criteria and making applicant entry decisions on behalf of DMUK and academic colleagues; developing and managing effective systems for enquiries and admissions with high levels of accuracy and attention to detail.
- The Pro-Rector will ensure that the Head of Admissions and all future staff recruited to the Admissions Section undertake a comprehensive and compulsory orientation programme based on the Admission Policy contained in this document. Training and development will be ongoing and supported as new developments arise in the student recruitment and admission areas.
- Programme Leaders are responsible for providing detailed information about current programme and course content and advising on programme entry requirements and assessment processes for each of their courses. An equality assessment is undertaken for each programme as part of the Annual Programme Report process. Entry criteria are reviewed by the Programme Leaders on an annual basis in consultation with academic staff from within the faculty. Some courses across the University's portfolio also require additional academic input for shortlisting and assessing applications, involvement in interviews/auditions and/or portfolio reviews and decision making.

4. Course information for enquirers and applicants

- DMUK is dedicated to providing clear, detailed and accurate admissions and course information which is accessible for all our enquirers and applicants.
- Admissions and comprehensive course information including key facts, entry criteria, programme fees and scholarship, and contact information are published on our website
- Alternative formats of admissions and course information, if needed, are available on request.

5. Entry requirements

- The aim of the selection process is to recruit applicants who will be able to benefit fully from the selected programme of study, by demonstrating the potential to fulfil the objectives of the programme and achieve the standard required for the award.
- To ensure that all applicants are prepared for their studies, each programme has an academic entry requirement. Entry requirements are normally reviewed annually (in preparation for the start of a new admissions cycle) and the levels of attainment required are identified by individual programme teams according to the nature of the programme of study and in consultation with De Montfort University Leicester. The entry requirements for each programme can be found on our website.
- Some of our courses may receive recognition from professional bodies and the additional requirements in accordance with professional, statutory and regulatory body requirements must also be met, where appropriate.
- The University welcomes applicants studying a wide range of UK, EU and international qualifications. To help determine the equivalence of non-UK qualifications, the Admissions team will refer to advice provided by the UK National Academic Recognition and Information Centre (UKNARIC) and UCAS alongside guidance developed by De Montfort University Leicester international specialists. The entry requirements for some non-UK applicants can be found on our website.
- In addition to academic entry requirements, DMUK requires all applicants to demonstrate their level of English is sufficient to allow successful completion of their chosen course of study. The level of attainment required is normally IELTS level 5.0 (with level 5.0 in each component).
- Some English qualifications have a limited validity period (e.g., an IELTS score is only considered to be valid for two years after the test has been taken). Applicants must ensure that their English qualification is still within the validity period at the point their course of choice is due to commence.
- If an applicant satisfies all the academic entry requirements but has not achieved the required standard of English, an 'integrated' offer may be made subject to completion of a suitable English language course at the University's Centre for English Language Learning (CELL).
- There may be additional non-academic requirements and checks. Applicants are advised to contact the Admissions Team for further information about any non-academic entry requirements.

6. Assessing applicants

- DMUK looks for motivated individuals with the necessary academic (and non-academic) profile as detailed in the entry requirements for each course, who will benefit from the learning environment of DMUK and who are able to demonstrate that they have the potential to achieve the award.
- We are keen to ensure that all applicants applying to the same programme have equality of opportunity to demonstrate their skills, potential and achievements. DMUK methods of assessment are fair, valid, and free from discrimination and prejudice, applied consistently for each course and are regularly reviewed. The fairness and consistency of offer making for each course is managed by the Head of Admissions in consultation with the relevant Programme Leader.
- DMUK will make appropriate reasonable adjustments to support individuals in making an application and through assessment processes such as interview/selection events where this is part of the admissions process. Prospective students must alert the University that they may require reasonable adjustments as early as possible during the application process.
- In assessing the academic suitability and potential of applicants the following information is normally considered:
 - Prior achievement in awarded qualifications
 - Predicted achievement in qualifications currently being studied
 - Personal statement or statement of purpose, for evidence of motivation and commitment to the chosen subject area(s)
 - Reference(s), for confirmation of academic potential and personal qualities
 - Details of time spent at any other education institution, including another university, even if the qualification was not completed/awarded.
 - Research Proposal when applying for a postgraduate research degree.
 - In rare circumstances where an applicant is unable to provide a required reference through no fault of their own, an interview may be used in lieu of the reference. This should only be undertaken with prior agreement from the Head of Admissions. A detailed transcript of the interview should be taken and should include confirmation of academic potential, personal qualities,

and an indication of the intent of the applicant with regard to their studies.

- The Programme Leader or faculty member designated by him/her to oversee admissions may also use the following methods to assess the suitability of the applicant:
 - Portfolio of work
 - Interview (which may include tests)
 - Work experience, evidenced by a CV, personal statement or references
 - Set piece of work/task
 - Non-academic requirements, where this is a requirement of the course

- If an interview and /or portfolio review, audition, practical assignment is part of the entry requirement of the course; the Head of Admissions will issue an invitation to attend an interview. Applicants will only be invited to an interview if the initial review of the application demonstrates the potential to meet the academic entry criteria.

- The exact format of an interview and any associated events varies by programme. Applicants will be provided with information about the interview and event itinerary at the point of invitation.

- Once an interview has been attended, or any requested accompanying work submitted for review, the Head of Admissions will contact the applicant via letter and email to confirm whether they have an offer to study on the course.

- DMUK welcomes applications from a wide range of individuals, including those who wish to have non-standard qualifications or work/life experience to be considered as evidence of academic suitability. This is normally expected to only apply to those applicants who will be 21 years of age or over for undergraduate courses and 25 years of age or over for postgraduate courses or over as of 1st September of the academic year they are applying for and who are wishing to return to education after a significant gap in their study. The University may consider informal, experiential learning such as:
 - Work related experience
 - Attendance at work-based training courses
 - Self-directed study
 - Work experience gained in the voluntary sector
 - Other leisure or voluntary activity/life experience

- We may also allow direct or advanced entry onto some, but not all, of our programmes. This will usually take the form of transfer of credits or marks for exemption from individual courses. This is always by exception

and any such requests would be considered by programme teams on an individual basis. Any courses that carry professional accreditation will not usually as advanced entry.

- DMU will endeavour to consider previously accredited prior experiential learning in determining whether to allow advanced entry on to a course and will sometimes consider exemption from study from a proportion of that programme. DMUK adheres to the principles and practice of De Montfort University Leicester in RPL. Accordingly, for guidance on the Recognition of Prior Learning (RPL) process please refer to the following link: (<https://www.dmu.ac.uk/documents/about-dmu-documents/quality-management-and-policy/academic-quality/academic-regulations-assessment-boards/guide-to-recognition-prior-learning.pdf>).
- Where previously accredited prior learning is being considered, it is the responsibility of the applicant to demonstrate that the work is:
 - Entirely their own
 - Meets a level and volume equivalent to the standard entry requirement
 - Recent enough to imply current knowledge and capability in the subject area
- An applicant's prior learning at another institution may be considered to allow for direct entry to level 5 or 6 (Year 3 or 4) of many, but not all, of our undergraduate programmes. The maximum permitted amount of credit is normally not more than two thirds of the taught part of a programme.
- Applicants must demonstrate that they have successfully completed material at an equivalent level which covers sufficiently similar subject material to that outlined in the syllabus of the programme to which they intend to apply.
- Applicants should check with the Admissions Team whether they would be suitable for entry prior to making any formal application.
- Those entering in level 6 (Year 4) of our programmes should be aware that their final degree classification will be calculated solely on the modules that they study in level 6 and that none of their accredited prior experiential learning will be counted.

7. Applying

7.1 Applicants who would be under 18 on enrolment

- The University's policy for managing students who are aged under 18 on enrolment is available on the website. All applicants who would be under 18 at the point of enrolment on to the course should read this policy as additional steps need to be undertaken as part of your application process, and in some cases, you may be asked to defer your application. International applicants have further additional requirements to meet if they will be applying for a visa to study at the University. All students who fall into this category should be sent the relevant information either before an offer is made or along with their offer letter. If this is not received, applicants must contact the Head of Admissions to ask for this information.

7.2 How and when to apply

- Applicants for our Undergraduate and Postgraduate courses should refer to the information about how and when to apply which can be found on the University website. If in any doubt, applicants are requested to contact our Admissions Team.

7.3 Time taken to consider an application

- DMUK is committed to assessing applications and making decisions promptly. However, processing times will vary throughout the year dependent on the volume and range of applications currently pending a decision. Applicants can help to ensure a quicker turnaround by providing supporting documentation and information at the time of application. This should include a fully completed and signed application form, along with the information and documents listed to demonstrate achievement of the course specific entry requirements and details of any relevant pending qualifications.

7.4 Communicating with applicants

- DMUK aims to keep each applicant informed about the progress of their application and provide useful updates at key points during the admissions process. We will normally communicate with applicants via email and it is advised that applicants check email spam filters regularly to ensure receipt of all communications. If, at any point, the applicant's email address changes they should notify the Admissions Team as soon as possible.
- We may send a wide range of communications via email or letter throughout the admissions process. These will include the following:
 - Acknowledgement of receipt of application
 - Request for additional information to support an application

- Invitation to an interview
 - Confirmation of application outcome
 - Confirmation of meeting the conditions of any offer
 - How to access induction/enrolment information
- Throughout the application cycle the marketing department of DMUK will also use email to deliver relevant information about orientation, open days, in-country visits and any scheduled events to support applicants during the decision making process.

7.5 Application outcome

- Successful applicants will receive an offer of entry from the University. The offer of entry will either be a conditional offer based on any outstanding academic or English qualifications and/or any relevant non-academic entry requirements. Alternatively, if all the entry requirements have been satisfied and academic qualifications verified, applicants will normally receive an unconditional offer. In the case of international applicants who require a visa to study, the requirements will be included in the offer letter. Students who have any questions regarding the offer, or in the case of international students, visa requirements, should contact the Head of Admissions using the contact details contained on the website.

7.6 Feedback

- At times it is necessary for us to reject applications that we feel do not or cannot meet our entry requirements; either academic or non-academic.
- Requests for feedback should be made in writing (by letter or email) by the applicant and should be addressed to the Head of Admissions. We aim to provide full and constructive feedback within 10 working days of the request being received.
- Where an applicant can provide fresh and compelling evidence of their competence in the relevant subject area, the original decision may be reviewed. Decisions will be reconsidered at the discretion of the Head of Admissions who will consult relevant academic staff.
- Any appeal or complaint at both application and interview stage which questions the academic grounds for rejection will not be considered.
- Following feedback, if an applicant feels they have grounds for a formal review, they should refer to the Appeals and Complaints procedure (see section 10).

7.7 Applicants with additional support needs

- DMUK welcomes applications from prospective disabled students (within the meaning of the UK Equality Act 2010) which includes: physical and sensory impairments, mental health conditions, long term health conditions, autistic spectrum conditions, and learning differences such as dyslexia and dyspraxia. Application decisions are based on academic merit and potential relevant to the course applied for, determined by published entry criteria and assessment as per the standard admissions process. Consideration of any support requirements will remain an entirely separate process.
- There may, in exceptional circumstances, be applicants who because of their disability, cannot be offered a place on the course due to being unable to meet the learning competencies.
- In the case of applicants who have declared a disability and are considered academically suitable for their chosen course of study, advice will be sought from De Montfort University Leicester and reference made to its policies and practices in dealing with such cases in a compassionate and equitable manner.
- If an individual student's requirements are complex, it is important to ensure that there is adequate time for any adjustments or support to be put in place. Applications made late in the cycle may result in delays. If the application is received by DMUK and there is insufficient time for reasonable adjustment to be put in place the applicant may be required to defer their place until the next available intake.

7.8 Applicants disclosing criminal convictions

- All applicants who have declared a criminal conviction are considered entirely on an individual basis. When a criminal conviction is declared as part of the application process, an assessment of risk to the safety and/or reputation of DMUK and its community is carried out by the Head of Admissions who will refer to De Montfort University's policies and practices in such cases and any requirement of the Government of Kazakhstan in deciding whether or not to consider such applications. Further information may be requested from the applicant to support this process.
 - Having a criminal record will not automatically prevent an applicant being offered a place at DMUK and the decision made will depend on the nature of the course applied for and the circumstances and background of offences.
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7.9 Verification of qualifications

- Applicants are required to provide documentary evidence (e.g., certificates and transcripts etc.) to demonstrate that they have achieved the entry requirements of their chosen course and met the conditions of their offer.
- Scanned or photocopied documents may be accepted during the application process, but all applicants must provide original documents before they will be eligible to enrol on their programme. Applicants should not send original copies of documents through the post but should bring them to their enrolment/registration event.
- Some English qualifications can be verified online using unique score codes. DMUK will accept the unique code to verify a test score as part of the application process but will require a copy of the certificate to match the code, score and photograph prior to enrolment.
- Qualifications completed and certified under an alternative name to the applicant's details as stipulated on the application form will need to be supported with documentation to demonstrate a legal name change (e.g., marriage certificate etc.).
- If an applicant is unable to provide the requested documentary evidence to demonstrate they meet the entry requirements of the course and the conditions of their offer, we reserve the right to cancel the application and withdraw the offer of a place at DMUK.

7.10 Fraud and omitted details

- DMUK requires all information presented in the form of an application or registration form to be accurate, true and with no pertinent information omitted. Applicants and enrolling students are required to sign declarations to this effect.
- Any application suspected of containing fraudulent information will be fully investigated by the Head of Admissions and should the University discover, even belatedly, that an offer has been made on the basis of an application which is later found to contain statements or refer to documents which are fraudulent, untrue or misleading, or if key information has been omitted from the application, it reserves the right to reject an application, withdraw an offer or terminate a student from studying at DMUK.

7.11 Extenuating, mitigating or medical circumstances

- Where an applicant feels that their studies have been affected by extenuating, mitigating or medical circumstances they should ensure that the relevant examination board or awarding body are informed prior to the award being made. The University will assume that any such information will have been taken into consideration by the Programme Examinations Committee or awarding body and that the appropriate grades have been issued.

7.12 Deferred entry

- Applicants may indicate their wish to defer their entry at the point of application or by informing the Head of Admissions, in writing (by email or letter), of their wish to do so later in the application cycle. Requests for deferral will be considered up to the point of enrolment. Applicants may defer their application once and will need to reapply if they are unable to take up their place during this time.
- Deferred applications will be assessed using the same academic criteria as for non – deferred applications and applicants holding a deferred place must meet all academic conditions of their offer during the current application cycle. Funding support is offered according to the year of entry to the course and not the year of application. Tuition fees will be charged according to the year of entry to the course and not the year of application.
- If an applicant makes their application for deferred entry and then wishes to bring their entry forward to the current academic cycle such requests should also be put in writing (by email or letter) and a decision will be made dependent on places still available on the given course.

7.13 Applicants re-applying

- DMUK normally allows individuals who have previously applied to re-apply. When reviewing the new application, we will apply the current entry criteria and would expect applicants to indicate any additional evidence or updated academic qualifications on the new application. We may refer to any information gathered from previous applications such as the application form, correspondence and interview notes as necessary.

7.14 Re-applications from previously registered students

- DMUK may consider applicants that have previously withdrawn, or had their studies terminated, for re-entry to the University on the same or an alternative programme. Cases will be considered entirely on an individual basis but there must be a gap (normally 2 years for

undergraduate and 1 year for postgraduate programmes) in-between being terminated and applying for re-entry to the University. Re-entry might be via the Recognition of Prior Learning (RPL) process (appropriate to the level of study and course) and will be at the discretion of the Head of Admissions and relevant Programme Leader.

- If an applicant has previously been enrolled onto one of our programmes, the applicant must contact the Head of Admissions or Programme Leader to discuss the situation further.
- It is not always necessary for previously enrolled students to make a fresh application, so applicants are advised to contact us before doing this. All applicants must be aware that all previous enrolments should be declared on any application that is submitted.
- If an applicant has been registered as a previous DMUK student and is carrying outstanding academic debt, re-enrolment will not take place until all academic debts are cleared.

7.15 Student Cancellation

- In the case of programmes franchised from De Montfort University Leicester, any decision on requests to cancel enrolment or proposed enrolment on a programme and be reimbursed will be made with reference to the relevant policies and practices of De Montfort University Leicester. Decision on requests to cancel enrolment or proposed enrolment on a programme and be reimbursed in respect of programmes or courses offered by DMUK that are not part of the franchise agreement with De Montfort University Leicester will be made on a case-by-case basis by the Head of Admissions in consultation with the relevant Programme Leader.

8 Discontinued/Changed Programmes

- Whilst DMUK tries to ensure that all our programmes run as advertised in our prospectuses and website it is sometimes necessary for us to make changes to the structure of our programmes or to discontinue a programme entirely. This will sometimes happen between an offer being made and enrolment.
- Where changes are made, we will endeavour to inform applicants as early as possible to minimise the potential disruption to the application process. Where possible, we will offer an alternative programme in a similar subject area. If an alternative programme is unavailable or unsuitable, we will advise applicants in good time to enable them to apply to other universities and in cases where tuition has been paid, to make arrangement for suitable reimbursement.

- In cases where programmes are changed or discontinued, we will send a communication to you electronically and/or by hard copy outlining your options.

9 Applicant Data

- The information submitted as part of each application to the University is used to assess the suitability of the applicant for study at the University. Anonymised data including information on diversity: age, disability, gender status, race and ethnicity, religion or belief, sex, sexual orientation will also be used by DMUK for statistical and reporting processes.
- Application information and related data will form the basis of the student record for applicants who are admitted to DMUK.
- DMUK complies with the UK Data Protection Act 1998 in its use of applicant data insofar as it does not contravene any requirements on data protection contained in the laws of Kazakhstan.

10 Feedback, Appeals and Complaints

- DMUK is committed to the provision of a professional admissions service which attracts, recruits, selects, admits, and enrolls students using a clear, fair, effective, and consistent policy and procedure.
- We really appreciate feedback from enquirers and applicants to ensure that our service is the best it can be. Feedback can be provided directly to the Head of Admissions.
- If there is a circumstance in which an applicant feels that their application has not been dealt with in accordance with the Student Admissions Policy of DMUK, applicants can request that their application be reviewed via an appeal, or they may make a complaint.
- Applicants wishing to make a complaint should, in the first instance, write to the Head of Admissions. The Head of Admissions (or her nominee) will investigate the matter and respond directly to the complainant.
- If the applicant remains dissatisfied with the outcome of the complaint, they may request a review of the matter by the Pro-Rector who will consult the relevant parties involved and make a decision. The decision of the Pro-Rector shall be final.

- Please be aware that, due to data protection issues, we may be unable to enter into communication with any third party with respect to an applicant's individual circumstances or application.

11 Enrolment

- Once you have met all the conditions of your offer you will receive a confirmation letter. You will then be sent separate information about how to enrol on your programme of study. Most students will be expected to complete their enrolment online, but all will still have to register their attendance and provide formal identification on arrival. You will receive information about where you need to go to provide your identification as part of the enrolment process. If you are required to bring an original copy of your qualification documents before you will be able to enrol this will be requested in your confirmation letter.