

Making Referrals to the Language Centre for Combined Offers

(as reviewed by Sarah Millard 03/June/21)

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Making referrals to the Language Centre for Combined offers



The University issues combined offers for pre-sessional and taught postgraduate programmes (when the applicant is eligible). The Summer pre-sessionals are discipline-specific courses designed to help international students develop their English and academic study skills in preparation for UK education. The pre-sessional courses focus on discipline-specific academic study conventions, research skills, academic writing and study skills and are a tailored progression route onto our Masters programmes. Those applicants holding an unconditional combined offer are issued a CAS to cover both the pre-sessional and Masters programme – they are sponsored at NQF level 7. The applicant will then obtain a Student visa to cover the entire study period. Most applicants are expected to apply for this route themselves, but some departments may wish to actively make referrals to the Language Centre as part of their recruitment strategy where they identify an applicant would be eligible for the combined option – if so, instructions on how to make these referrals are included in this document.

The main benefits of this are:

- More applicants will be given a single CAS combining their pre-sessional and Masters course of study
- Fewer applicants will need to take a UKVI approved IELTS test (SELT)

Click on the picture to access information for applicants on the Corporate website

Masters applicants

If you'll be studying a taught postgraduate degree, our postgraduate summer pre-sessional course is tailored to your subject area, so you'll learn academic English that specifically prepares you for your degree.

Course content in July and August is developed by teaching staff from the Language Centre and from your academic department. These courses can help if you don't meet the English language requirement for your degree, or if you want to gain a better understanding of using academic language in your subject area before your degree starts. You can see the list of our tailored pre-sessional courses at the end of this page.

Click on the picture to access further information on the SES website

STUDENT EDUCATION SERVICE

HOME / ADMISSIONS / ENGLISH LANGUAGE REQUIREMENTS / TAUGHT POSTGRADUATE ENGLISH REQUIREMENTS / **SUMMER PRE-SESSIONALS AND COMBINED CAS FOR MASTER'S PROGRAMMES**

SUMMER PRE-SESSIONALS AND COMBINED CAS FOR MASTER'S PROGRAMMES

Applicants can take a content-based summer pre-sessional to meet the taught postgraduate English requirement.

The content-based English pre-sessionals are discipline-specific courses designed to help international students develop their English and academic study skills in preparation for UK education. These summer pre-sessional courses last either ten or six weeks and focus on academic study conventions, research skills, academic writing and study skills in the context of the applicant's subject and are a tailored progression route on to our master's programmes.



CHECKLIST - Making referrals to the Language Centre for Combined offers

- Do you wish to make the applicant an offer? If yes, continue with the steps below.
 - Identify whether the applicant meets the 6 or 10 week pre-sessional requirements for your department, but does not meet the Masters entry requirement
 - There is no need to perform academic progression checks at this time – these checks can be carried out by the Language Centre
 - Raise a Task to the Language Centre for the relevant application/s
 - Continue to process the application in CRM
-

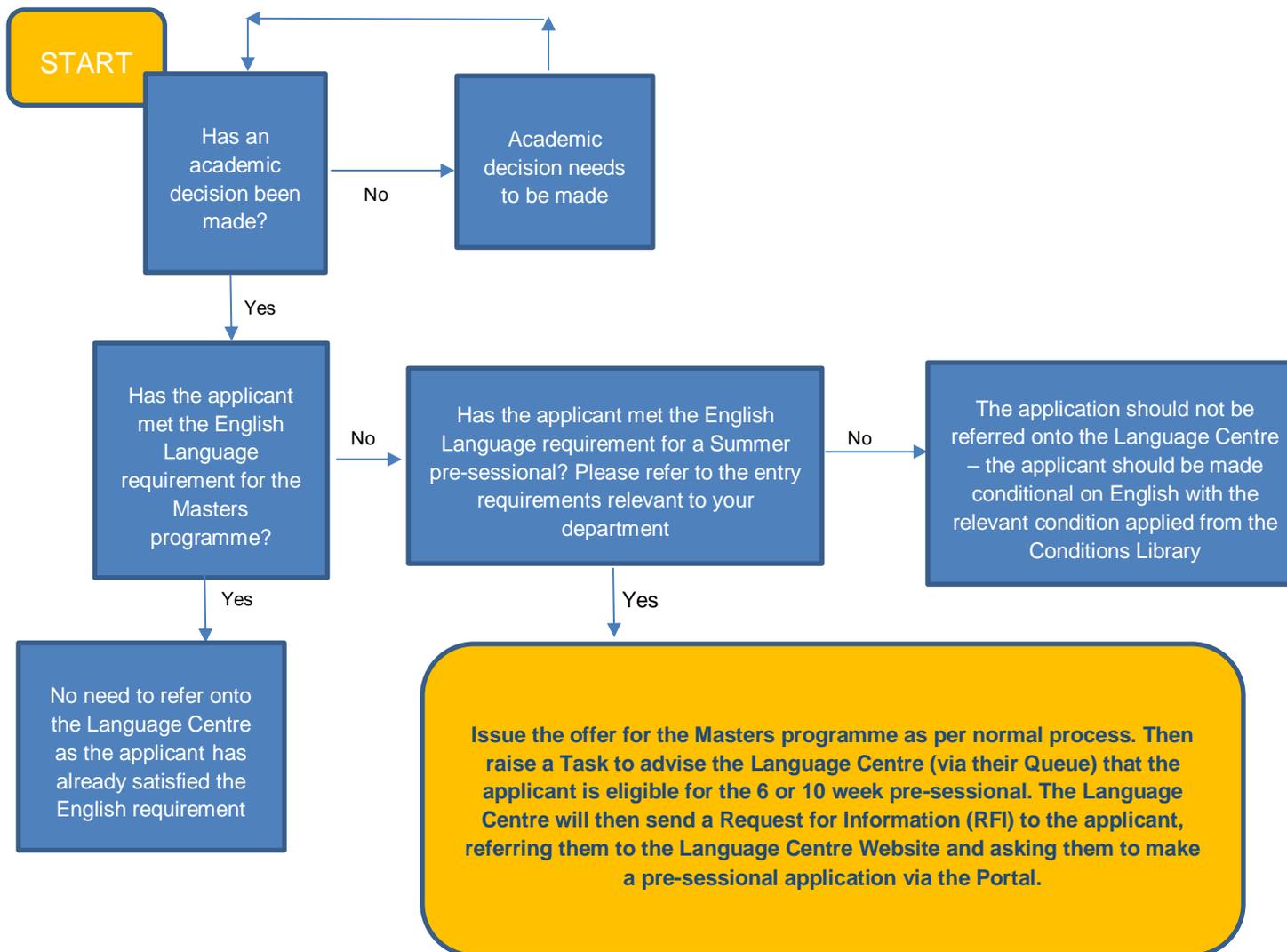
Pre-sessional entry requirements

The applicant will need to meet the entry requirements of the pre-sessional to be eligible for a combined offer:

<u>10 week</u> START DATE: 05 JUL 2021	<u>Pre-sessional entry requirements</u>	<u>Deadlines</u>	<u>Academic Progression</u> does not need investigating or recording as the Language Centre will carry out these checks.
<u>6 week</u> START DATE: 02 AUG 2021			

The flow diagram below has been designed to support the application referral process.

Combined Offers Flow Diagram – When should an application be referred to the Language Centre?



Referring to the Language Centre – raise a Task

– this should be done for applications that meet the pre-sessional entry requirements only – please refer to the flowchart for clarification of all process steps

- a. Access the **Application Summary** of the application record and select **'Add Task'** from the **POSTS, ACTIVITIES AND NOTES** section

[Application Summary](#)

APPLICANT & COURSE DETAILS

Applicant*  Larissa Armitstead
Academic Year Of Entry* 2016/17
Mode of Study* Full Time
Course* MA Special Educational Needs
Start Date* 21/09/2016
Course Entry Level 0
Entry Profile --
Fee Status  Overseas
Nationality+ Brazilian
Residential Status+ International (Overseas)
Previously Studied In UK No
Agency --
Agency Contact --
CAS Status --
Widening Participation (WP PGT) Eligibility  No
Access to Leads (A2L) Eligibility  No

ALL INFORMATION REQUESTS

Request Type	Requested Status	Due Date
Passport Informati...	Applicant Respond...	23/02/
Offer Condition	Applicant Respond...	24/02/
Exemption Evidence	Open	23/02/
Academic Progres...	Completed	17/02/
Passport Informati...	Open	23/02/

POSTS ACTIVITIES NOTES

All | Add Phone Call [Add Task](#) ***

 Please provide your passport information
Please provide your:

b. A small **Task** window will appear. Enter the Subject using the following template '**Pre-sessional referral [insert FACULTY] [insert duration of eligible pre-sessional, i.e. 6 or 10]**' – see the example

c. Use the scroll bar on the right hand side of the **Task** window to scroll down, and select '**OK**' – this will close the window

Leave all other fields as they are at this point.

POSTS ACTIVITIES NOTES

All ▾ | Add Phone Call Add Task ...

Subject* Pre-sessional referral ESSL 6

Description Enter description

Due --

Priority Normal

Owner* Jenny Kettlewell

POSTS ACTIVITIES NOTES

Due --

Priority Normal

Owner* Jenny Kettlewell

OK Cancel

d. You have now created a **Task** entity in the **POSTS, ACTIVITIES & NOTES** section – this appears as a 'tick' icon – double click on this to open it in full

POSTS ACTIVITIES NOTES

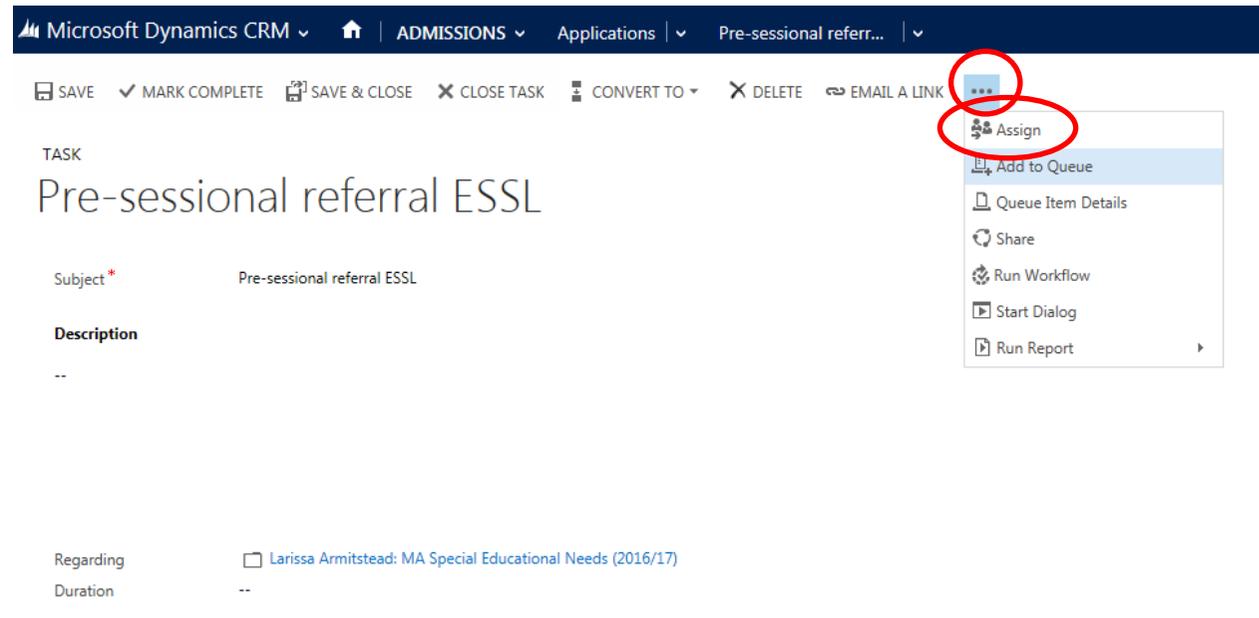
All ▾ | Add Phone Call Add Task ...

 Pre-sessional referral ESSL 6

Priority Normal

Modified by Jenny Kettlewell Just now

e. A new large **Task** window will open. This Task will now be referred to the Language Centre. Select the ellipsis icon  and select '**Assign**'



The screenshot displays the Microsoft Dynamics CRM interface. At the top, the navigation bar includes 'Microsoft Dynamics CRM', a home icon, 'ADMISSIONS', 'Applications', and 'Pre-sessional referr...'. Below the navigation bar is a toolbar with icons for 'SAVE', 'MARK COMPLETE', 'SAVE & CLOSE', 'CLOSE TASK', 'CONVERT TO', 'DELETE', and 'EMAIL A LINK'. An ellipsis icon (three dots) is circled in red, and a context menu is open over it, listing options: 'Assign', 'Add to Queue', 'Queue Item Details', 'Share', 'Run Workflow', 'Start Dialog', and 'Run Report'. The 'Assign' option is highlighted. The main content area shows a 'TASK' window titled 'Pre-sessional referral ESSL'. The 'Subject' field contains 'Pre-sessional referral ESSL'. The 'Description' field is empty. At the bottom, the 'Regarding' field shows a checkbox next to 'Larissa Armitstead: MA Special Educational Needs (2016/17)'. The 'Duration' field is empty.

f. In the box enter 'AHC'

Assign to Team or User



You have selected 1 item. To whom would you like to assign it?

Assign to another user or team

Assign the selected item(s) to the following user or team:

AHC

- AHC: Fine Art, History of Art & Cultural Studies
- AHC: History
- AHC: Inter-Disciplinary Ethics Applied
- AHC: Language Centre
- AHC: Languages, Cultures and Societies
- AHC: Media and Communication

- g. Select **AHC: Language Centre** from the options list and click **Assign** – this will return you to the main **Task** screen

NOTE: Make sure you click to the left to tick the record, rather than clicking onto the font – each item in the list is hyperlinked to its own entity, as each team in CRM has its own record in CRM.

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- AHC: History
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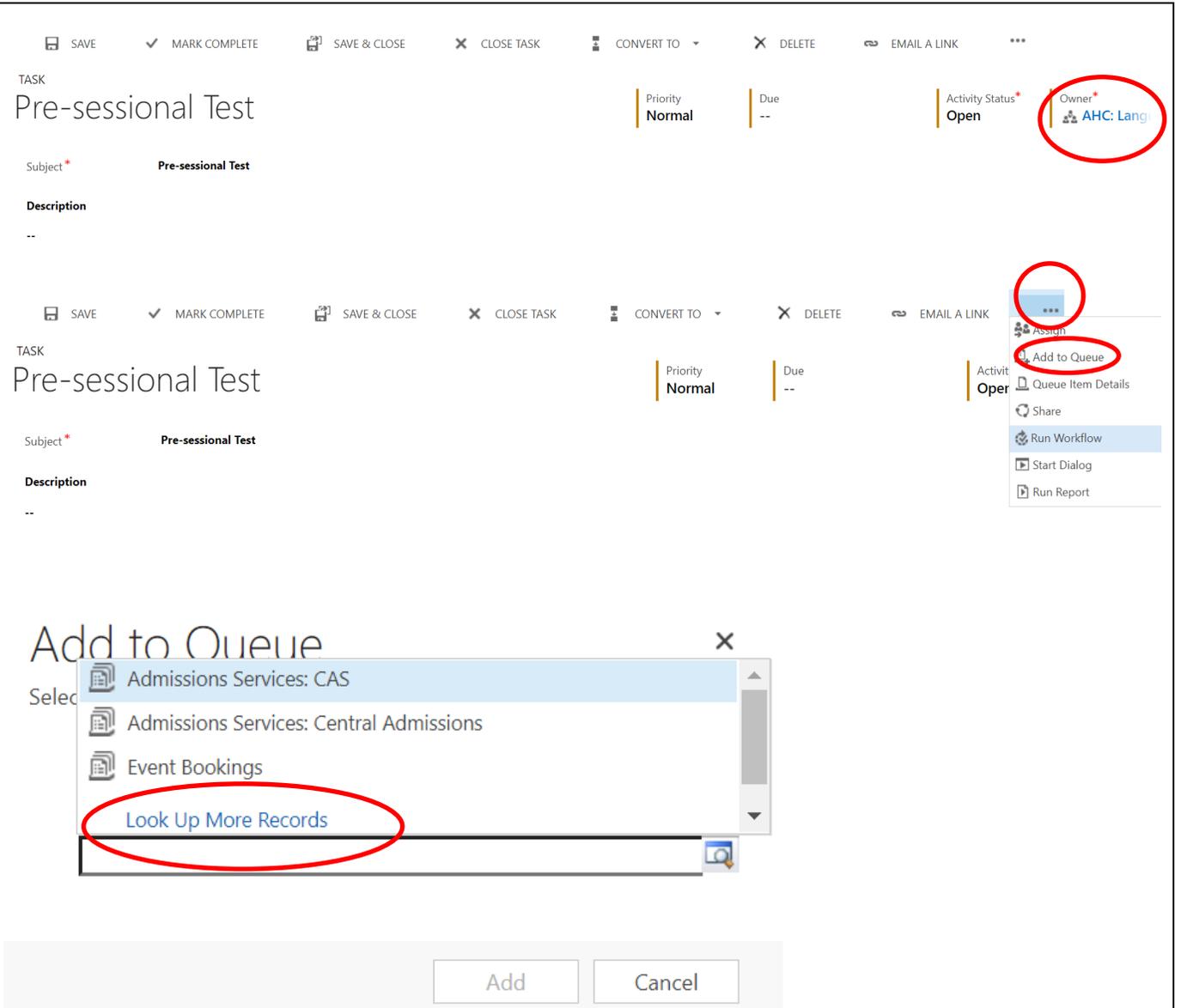
Assign

Cancel

h. The 'Owner' will now be displayed as 'AHC: Language Centre'.

i. Select the ellipsis icon  again and this time select 'Add to Queue'.

j. Click the magnifying glass and scroll down and select 'Look Up More Records'



The screenshot displays a task management interface. At the top, there is a toolbar with options: SAVE, MARK COMPLETE, SAVE & CLOSE, CLOSE TASK, CONVERT TO, DELETE, and EMAIL A LINK. Below this, a task card for 'Pre-sessional Test' is shown. The card includes fields for Subject (Pre-sessional Test), Description (empty), Priority (Normal), Due date (empty), and Activity Status (Open). The Owner is listed as 'AHC: Lang'. A red circle highlights the ellipsis icon in the top right corner of the task card. A second screenshot below shows the same task card with the dropdown menu open. The 'Add to Queue' option is highlighted with a red circle. A search dialog titled 'Add to Queue' is open, showing a list of options: Admissions Services: CAS, Admissions Services: Central Admissions, Event Bookings, and Look Up More Records. The 'Look Up More Records' option is highlighted with a red circle. At the bottom of the dialog are 'Add' and 'Cancel' buttons.

- k. A search, **'Look Up Record'** will appear. Select **'All Queues'** in the **'Look in'** field, and enter **AHC** into the **'Search'** field, and search. Select/tick **'AHC: Language Centre'** from the options list and click **'Add'** – this will return you to the main **Task** screen

NOTE: Make sure you click to the left to tick the record, rather than clicking onto the font – each item in the list is hyperlinked to its own entity, as each team in CRM has its own record in CRM.

Look Up Record ×

Enter your search criteria.

Look for Queue

Look in All Queues

Search AHC

Show Only My Records

Look Up Record



Enter your search criteria.

Look for

Look in

Search

Show Only My Records

Name ↑	Incoming Email ↻
AHC: English	Apply-Masters.English@leed:
AHC: Faculty	Arts@leeds.ac.uk
AHC: Fine Art, History of Art & Cultural Studies	Apply-Masters.FineArt@leed:
AHC: History	Apply-Masters.History@leed:
AHC: Inter-Disciplinary Ethics Applied	Apply-Masters.Ethics@leeds.
✓ AHC: Language Centre	Apply-Languagecentre@leec
AHC: Languages, Cultures and Societies	Apply-Masters.Languages@le

1 - 12 of 12 (1 selected)

Page 1

New

Add

Cancel

Remove Value

- I. The **Task** has now been assigned to the Language Centre team and will appear in their queue for review - to prepare the pre-sessional record and update the offer to a combined offer. Click **SAVE & CLOSE**

The screenshot shows the Microsoft Dynamics CRM interface for a task. The top navigation bar includes 'Microsoft Dynamics CRM', a home icon, 'ADMISSIONS', 'Applications', and 'Pre-sessional referr...'. Below the navigation bar is a toolbar with icons for 'SAVE', 'MARK COMPLETE', 'SAVE & CLOSE' (circled in red), 'CLOSE TASK', 'CONVERT TO', 'EMAIL A LINK', 'ASSIGN', and a menu icon. The main content area is titled 'TASK' and 'Pre-sessional referral ESSL'. It contains a 'Subject' field with the value 'Pre-sessional referral ESSL', a 'Description' field with '--', a 'Regarding' field with a checkbox and the text 'Larissa Armitstead: MA Special Educational Needs (2016/17)', and a 'Duration' field with '--'.

What happens once I've referred the application to the Language Centre?

The Language Centre will send a RFI to the applicant, using the following text:

Thank you for applying to study at the University of Leeds. We noted that you are eligible to meet the English language condition of your masters offer(s) by studying a [ten week/ six week] pre-sessional at the Language Centre.

Taking a pre-sessional is an excellent opportunity to study English language in the context of your subject. The pre-sessional will help you to perform effectively within the academic environment of your chosen field of study at the University of Leeds.

For more information about this pre-sessional, including whether you will need to hold UKVI IELTS, term dates, fees and deadlines, please visit www.leeds.ac.uk/presessional.

If you would like to study a pre-sessional, please make a pre-sessional application in the portal.

If you have more than one masters offer, please also respond to this message to confirm which postgraduate course you intend to study.

We look forward to hearing from you.

*Best wishes,
Language Centre
University of Leeds*

If the applicant subsequently makes a pre-sessional application via the Portal, The Language Centre will then make updates to the record to offer the applicant the combined offer option. The Language Centre will then issue the relevant unconditional combined (following UKVI academic progression checks) or conditional combined offer (as appropriate). This will result in updates to the existing offer and offer letters.

Please refer to the [Content-based pre-sessionals guide](#) on the SES website for information on the Language Centre processes for issuing combined offers to PGT applicants. You may find the following three process diagrams particularly useful – these are included within the Content-based pre-sessionals guide:

- Tasks Flow Diagram
- Applications Flow Diagram
- Offer-holders Flow Diagram

END OF GUIDE

For a comprehensive list of all of the **Admissions User & Process Guides**, please visit the **CRM User Guides** page on the SES website – click on the picture below, or alternatively visit: https://ses.leeds.ac.uk/info/22244/crm_support/1108/crm_user_guides

CRM USER GUIDES

The CRM user guides support admissions, enquiries and marketing staff in using the CRM system.

The CRM system can be accessed at the following web address:

<https://crm.leeds.ac.uk/>

A PDF of [CRM team queues](#) is available to assist in knowing which school/area is associated with each CRM team queue.