

Issuing Unconditional Offers
(as reviewed by Sarah Millard 14/May/21)

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Issuing an Unconditional Offer



POLICY - Decisions and Communications with Applicants - Unconditional offer

An unconditional offer means that an applicant has met the academic and non-academic entry requirements and has been accepted onto their chosen course at the University of Leeds. As described above, a student may be permitted to complete non-academic requirements (such as DBS or health checks) after registration at the discretion of the academic school. Proof that these requirements will be met can be used to make an unconditional offer.

This guide should be used in conjunction with either the Preparing records for international offer and CAS – including academic progression, or Preparing records for Home offers guide on the [SES Website](#)

Example offer letter:



4

Application Number: H3GN03A4

Anonymised



Anonymised

India

23 March 2021

Dear 

Thank you for your application to study at the University of Leeds. I am pleased to offer you a place. The details of your offer are as follows:

Course: **MSc Transport Planning**
Period of study: **12 Month(s) on a Full Time basis**
Start Date: **20/09/2021**
End Date: **19/09/2022**
Tuition fee: **The tuition fee for 2021/22 is £24750.00**

Your tuition fee is based on the information provided in your application. This fee may change after further assessment of your UK/EU/International status.

Additional costs: **Any additional costs relating to this course, and how to pay them will be listed on the relevant course finder page at www.leeds.ac.uk/coursefinder.**

This offer is unconditional.

Accepting your offer

In order to accept this offer of a place you should visit your Applicant Portal at <https://application.leeds.ac.uk>. There is no deadline to accept your place, unless explicitly stated in the offer confirmation email sent to you.

If you have any relevant unspent criminal convictions, you will need to inform us within 14 days of accepting your offer by sending to declaration@leeds.ac.uk the following details: your name, your application ID number, the programme applied for and the title of the offence for which you were convicted, including the date and sentence imposed. Full details of the Criminal Conviction policy, the process followed and the list of relevant convictions can be found at www.leeds.ac.uk/declaration. You do not need to email us if you do not have a criminal conviction.



CHECKLIST - Issuing an Unconditional Offer

- Have you progressed the application through to the 'Decide' stage in CRM? If No, please do so and ensure all fields in the status bar have been populated, referring to the Preparing records for international offer and CAS – including academic progression, or Preparing records for Home offers guides on the [SES Website](#) where appropriate
- Does the applicant already hold a conditional offer or a combined offer (includes a Summer pre-session) for the programme, and you wish to now issue an unconditional offer? If yes, please see the Meeting Conditions guide on the [SES Website](#) before issuing the unconditional offer
- Ensure academic progression has been investigated prior to issuing the unconditional offer
- Select the green **OFFER** button to create the unconditional offer
- Preview the offer letter to ensure this is correct before issuing it to the applicant
- Publish the offer letter to the applicant portal

Preparing an Unconditional Offer

a. Prior to making an unconditional offer, the following elements should be checked/updated in the **'Decide'** section of the status bar:

Decision – Unconditional Offer

Fee Status - located in the **Application Summary**

Academic Progression – this must be completed prior to issuing an unconditional offer – see the Preparing records for international offer and CAS – including academic progression guide on the [SES Website](#)

ATAS Status – This is programme dependant and only applicable to applicants from outside the European Economic Area – this should populate automatically

Supervisor Eligibility – In most cases not applicable, unless the course is research based

Confirm Start Date – located in the **Application Summary**

Click **SAVE**

Microsoft Dynamics CRM | ADMISSIONS | Applications | Larissa Trott: MA Sp...

SAVE SAVE & CLOSE ALTERNATIVE COURSE PRE-SESSIONAL COURSE OFFER STOP REJECT

APPLICATION : STUDENT APPLICATION
Larissa Trott: MA Special Educational Needs (201...

New Application Check Status Select Status Decide

Decision *	Unconditional Offer	ATAS Status *	Not Required
Fee Status *	Overseas	Supervisor Eligibility *	Not Applicable
Academic Progression *	Checked	Confirm Start Date *	Checked

Application Summary
Course Checklist
Qualifications
Supporting Information

PLEASE NOTE – you need to ensure all status fields are completed in **'New Application'**, **'Check Status'**, **'Select Status'** and **'Decide'** before CRM will allow you to make an unconditional offer, otherwise you will see the following message: An offer cannot be made at this time... This flag must also be at the **'Decide'** stage.

STOP REJECT ASSIGN

Select Status Decide (A)

click to enter
click to enter
click to enter

Academic Progression * click to enter Confirm Start Date * click to enter

An offer cannot be made at this time as there are outstanding checks that need to be performed

Once all status bar fields are completed, the green **OFFER** button will appear

Adding an Exception (if applicable)

Exceptions are additional requirements added to an applicant offer letter which are specific to the applicant or the programme of study they have applied for.

A programme specific example would be: *You should have had a course of Hepatitis B Vaccination prior to arriving in Leeds to commence the programme of study. Antigen and titre levels will be checked at the start of, and during, the course. You will not be allowed to start any clinical course until these are satisfactory*

Standard text for exceptions including guidance on when it is appropriate to use them, is included in the [Conditions Library on the SES website](#). If you have any questions please contact the Taught Admissions team. In the CRM, exceptions are added to offers (Conditional or Unconditional) in the same way conditions are added to a Conditional offer.

b. Expand the **Decision** tab and scroll down to **EXCEPTIONS**. Click on the plus + icon.

This will open a **New Applicant Exception**.

EXCEPTIONS

Exception ↑

No Applicant Exception records found.

SAVE SAVE & CLOSE + NEW FORM EDITOR

APPLICANT EXCEPTION : MAIN

New Applicant Exception

General

Application * Benjamin Nwebe: MSc Sustainable Energy Systems (2016) / Offer *

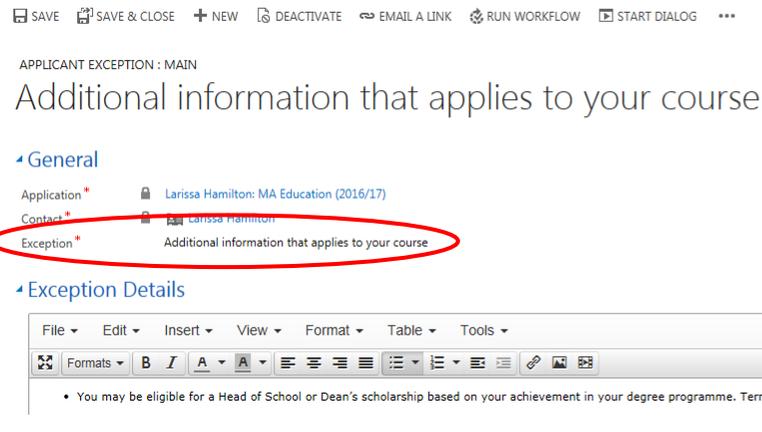
Contact * Benjamin Nwebe

Exception *

c. Enter the following into the **Exception** field: **Additional information that applies to your course**

Then follow steps d. to e. below. Those exceptions with urls will paste into this field with a hyperlink, as per the screenshot (you'll need to ensure that you press your keyboard spacebar after the url text to activate the hyperlink)

The Exception will now appear saved in the **EXCEPTIONS** section of the application. This exception title will be displayed in the applicant portal.



APPLICANT EXCEPTION : MAIN
Additional information that applies to your course

General

Application * Larissa Hamilton: MA Education (2016/17)

Contact * Larissa Hamilton

Exception * Additional information that applies to your course

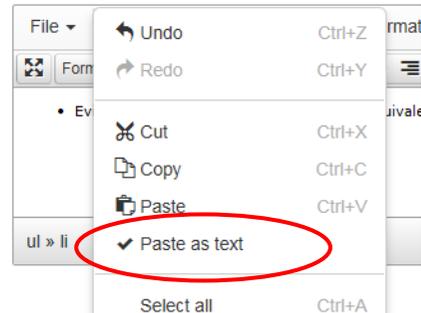
Exception Details

File Edit Insert View Format Table Tools

Formats B I A A [List Icons]

• You may be eligible for a Head of School or Dean's scholarship based on your achievement in your degree programme. Terms and Conditions do apply, so please visit the Faculty scholarships page for full information: <https://engineering.leeds.ac.uk/scholarships>

d. To paste exceptions from the Conditions Library, select 'Edit' and ensure the 'Paste as Text' is ticked – this will allow you to paste as plain text:



PLEASE NOTE: Users can raise a **Task** with the Central Taught Admissions team if they have any queries regarding exceptions.

e. Then add a bullet point; select the bullet point icon:

Click **SAVE & CLOSE**.

The exception will then appear saved in the **EXCEPTIONS** section.

Exception Details

File Edit Insert View Format Table Tools

Formats B I A A [List Icons]

• You may be eligible for a Head of School or Dean's scholarship based on your achievement in your degree

Issuing an Unconditional Decision

f. Once you've created the required exception records (where applicable), click the green **OFFER** button.

SAVE SAVE & CLOSE ALTERNATIVE COURSE PRE-SESSIONAL COURSE **OFFER**

APPLICATION : STUDENT APPLICATION

Larissa Nickel: MA Special Educational

New Application		Check Status	
Decision *	Unconditional Offer	ATAS Status *	Not Required
Fee Status *	Overseas	Supervisor Eligibility *	Not Applicable
Academic Progression *	Not Applicable	Confirm Start Date *	Checked

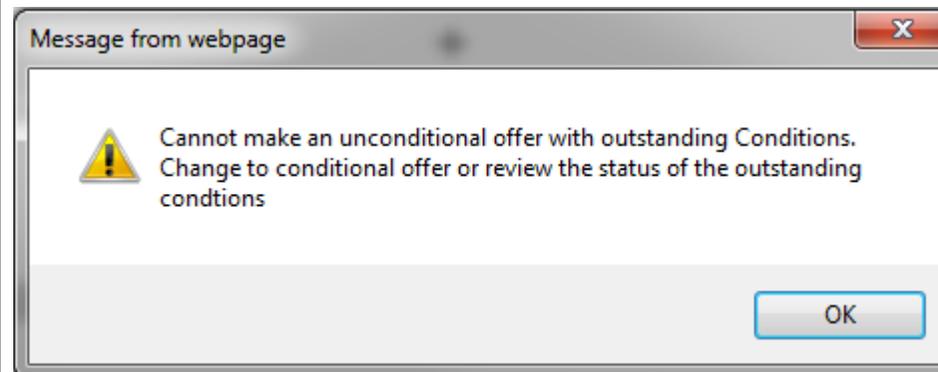
OFFERS

Offer	Decision Date ↓	Published By	Applicant Decision
Conditional Offer	22/09/2017	Jenny Kettlewell	
Conditional Offer	15/09/2017	Jenny Kettlewell	

CONDITIONS

Condition ↑	Condition Status
English Language	Conditional - Awaiting Evidence

PLEASE NOTE: If you have been updating an offer from conditional to unconditional and you select the green **OFFER** button before updating all condition records for the conditional offer, the following message will appear:



g. This will open the **APPLICANT OFFER** screen.

Click **SAVE**.

If applicable, the exceptions attached to the offer will appear in the **EXCEPTIONS** section.

APPLICANT OFFER : INFORMATION
Unconditional Offer

Application * Larissa Nickel: MA Special Educational Needs (2016/17)
Contact * Larissa Nickel
Active CAS

COURSE MA Special Educational Needs

UNIVERSITY OFFER

Published By * Jenny Kettlewell
Published On --
Re-issued On --
Publish Offer to Portal
Offer Letter Status --
Added to Post Acceptance Mark No
Added to Post Offer Marketing No

CONDITIONS

Condition ↑ Condition Status
To enable this content, create the record.

EXCEPTIONS

h. Click the ellipsis (...) to reveal additional commands. Click **Run Report** then **Offer Letter Preview**. This will open a copy of the offer letter. Check the details are correct, then close the document. Then tick the box next to **Publish Offer to Portal**.

Click **SAVE & CLOSE**.

The **Unconditional** offer is now generated and an email is sent to the applicant alerting them to check their status via the Portal.

SAVE SAVE & CLOSE NEW DEACTIVATE EMAIL A LINK RUN WORKFLOW START DIALOG ...

APPLICANT OFFER : INFORMATION
Unconditional Offer

Application * Larissa Nickel: MA Special Edu
Contact * Larissa Nickel
Active CAS --

UNIVERSITY OFFER

Published By * Jenny Kettlewell
Published On --
Re-issued On --
Publish Offer to Portal
Offer Letter Status --
Added to Post Acceptance Mark No
Added to Post Offer Marketing No

Run Report Run on Current Record
Other Activities Offer Letter Preview

PLEASE NOTE: If you have published an unconditional offer as a result of an applicant meeting conditions of their conditional offer, and the applicant had previously accepted one* conditional offer, the **Applicant Decision** field in the **DECISION** section of the application should be updated to 'Accepted' once the Unconditional offer has been published, as the applicant has already declared their intention to accept.

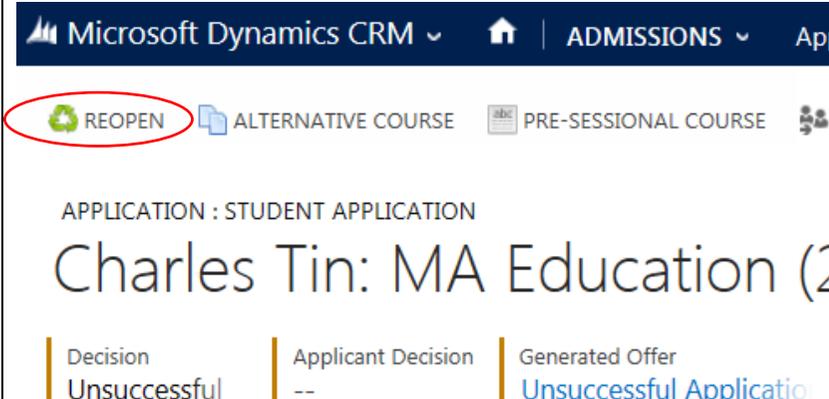
*if the applicant has accepted more than one conditional offer than they will need to choose which unconditional offer to accept so that we don't progress the incorrect offer to unconditional accept

Changing an 'Unsuccessful' Decision to an Unconditional Offer

An applicant may submit additional information, etc. that makes them eligible for an unconditional offer, when previously they were deemed unsuccessful.

i. Identify and access the previously unsuccessful application that now requires a conditional offer and select **REOPEN**

This will make the application ACTIVE again and will allow you to progress the application to an offer – please ensure you refer to the relevant guides, as per the above



The screenshot shows the Microsoft Dynamics CRM interface. At the top, there is a navigation bar with 'Microsoft Dynamics CRM', a home icon, 'ADMISSIONS', and 'App'. Below this, there are several buttons: 'REOPEN' (circled in red), 'ALTERNATIVE COURSE', 'PRE-SESSIONAL COURSE', and a group of three user icons. The main content area displays 'APPLICATION : STUDENT APPLICATION' and 'Charles Tin: MA Education (2)'. Below this, there is a table with three columns: 'Decision' (Unsuccessful), 'Applicant Decision' (--), and 'Generated Offer' (Unsuccessful Application).

Decision	Applicant Decision	Generated Offer
Unsuccessful	--	Unsuccessful Application

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: [Home>Admissions>Admissions Support Materials and Training>CRM Support>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.