

BCC ENROLMENT ADMINISTRATION POLICY

Accredited by the
 **BRITISH
COUNCIL**
for the teaching
of English in the UK



Bournemouth City College

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SUMMARY:

Bournemouth City College (BCC) developed this enrolment policy document to assist administration member of staff in processing and dealing with the student's applications in an effective and professional way.

This document includes:

- 1) *Enrolment Process in general***
- 2) *Confirmation***
- 3) *Deferment***
- 4) *Termination***
- 5) *Waiting list procedure***
- 6) *Transferring to another provider***
- 7) *Cancellation***

BCC administration staff must follow the procedures and steps set out in this document to ensure that the consistency is followed by all members of BCC.

This policy is reviewed and amended due to business needs and requirements on regular basis.

Policy created by:	Policy created:	Last Reviewed:	Last Reviewed:	Last Reviewed:
Turcekova	1 st July 2019	July 2020	July 2021	

ENROLMENT PROCESS IN GENERAL

The Enrolment Administration Policy aims to provide general information to BCC staff with a clear and detailed vision on how enrolment and admission processes should be completed and managed in the most effective way and with high quality standards.

BCC EXPECTATION FROM THE ADMINISTRATIVE TEAM:

- To understand and apply BCC enrolment procedures as stated in this document.
- To be familiar with other relevant documents, this may be used during the admission process and are linked to admission processes.
- To access each application on an individual basis and deal with it in an effective and professional manner.
- To communicate effectively with students and agents, to make sure that each task is performed on time and without any errors
- To advise the Managing Director on matters relating to student recruitment and admissions
- To review, on a regular basis of three (3) months, the Enrolment Administration Policy to ensure it enables BCC to achieve its strategic goals and specific objectives
- To ensure correct compliance is placed followed by relevant legislation and consistency with visa requirements and Home Office legislation.

MANAGING DIRECTOR'S COMMITMENT

The Managing Director will ensure that the administrative staff are competent in performing their tasks, that they are appropriately trained and have enough resources and time to carry out their duties effectively.

GENERAL GUIDELINES:

- **Template:** BCC has a standard format to be used for issuing acceptance letters and invoices
- All documentation **must be recorded** and saved in soft and hard copy format
- **Date** must be stated on every letter issued or sent out
- **Signature:** administrative staff responsible for the enrolment must sign all relevant documents
- **Reference:** must be included on the invoices, correspondence and the acceptance letter.
- **Calculations:** All invoices must be calculated accurately in GBP (British Pounds), if the payment is made by foreign transfer, the exchange rate must be recorded on the day when payment is received in the bank and the conversion must be acknowledged to student's in writing
- **Time:** The admission procedure must be conducted within 1-2 days of receipt of all required enrolment documents
- **Confidentiality and security** are extremely important. All students' information and their documents are kept in a secure storage place and used only for BCC purposes. Student information will not be

shared with any third parties unless written consent is provided by the student and approval is granted by the Managing Director.

1. ENROLMENT PROCESS

1. INFORM BEFORE YOU ENROLL

Providing the accurate information to students about courses, accommodation and additional services provided by BCC, including BCC terms and conditions are essential to make sure that the student fully understands BCC policies and procedures. This includes information provided directly to students or their agents.

2. FILL THE APPLICATION FORM

In general, students will complete the application form individually and will send the application form to BCC via post or email. Application form must include all details regarding the student and must be accompanied with a copy of the passport, visa or other documents that could support the application.

2. CONFIRMATION

1. ACKNOWLEDGMENT OF APPLICATION

Designated member of BCC staff will acknowledge in writing by post or by email that they have received the application form from the student within two (2) business days and will allocate a reference number to the application, which will be used during the whole enrolment process and will issue an invoice for the course costs, based on information provided in the student's request.

2. PAYMENT

The self-sponsored students will be asked to pay a deposit for the course in advance. The deposit can be paid by **cash in the BCC office** (confirmation of cash payment required), **online via bank transfer** (international transfer included), **bank transfer or by cheque** (cheque needs to be payable to Bournemouth City College Ltd.)

Bank transfers should be made to: Bournemouth City College

HSBC Bank, 59 Old Christchurch Road, Bournemouth, BH1 1EH.

Account number: 92093111

Sort code: 40-13-07

International transfer should be made to:

IBAN: GB69HBUK40130792093111

Swift code: HBUKGB4102T

Students sponsored by a third party will have to provide the agency letter/application form. Agency letter/ application form must include all relevant information about student's course, length of the

course, type of the course, additional facilities pre-paid for the student and tuition fees which will be covered by the sponsor. Contact details of the sponsor must be part of the letter. The course payment must be sent as a separate document to confirm the course payment received by agent.

Each deposit payment to BCC by individual students must be recorded by a designated member of staff and students must receive a confirmation of the deposit payment.

3. DEFERMENT

The student may postpone entry to BCC. Applicants can defer the course start date three (3) times. Request to defer the start of the language course must be completed in writing and sent by post or email to the BCC office on info@bournemouthcitycollege.com. The designated member of staff will issue an acknowledgment letter to the student.

4. TERMINATION

Please refer to the BCC Terms and Conditions which are published in the BCC brochure or our website: www.bournemouthcitycollege.com for the conditions to terminate the enrolment process.

The BCC reserves the right to terminate the enrolment process of the applicant, if the information about the applicant was incorrectly provided or the applicant knowingly provides false information.

5. WAITING LIST PROCEDURE

The waiting list contains new-pre-enrolment applications for classes. It is important to keep students informed about the availability as soon as the place become available.

6. TRANSFER TO ANOTHER PROVIDER

Students may request to be transferred to another language course provider. A transfer cannot be approved unless a student has a valid enrolment offer from another language provider together with a written confirmation letter about the services offered to students. Based on our General Terms and Conditions, student will be not intitle to receive any compensation or refund for the course he/she has already started with BCC.

7. CANCELLATION

Cancellation of enrolment to the BCC course needs to be in writing and sent by post or email to the BCC office as per our General Terms and Conditions. If the cancellation is received by hand in the BCC office the date must be recorded in the cancellation letter by a member of staff.

Tuition fees will be refunded under the General terms and Conditions.

Cancellation of enrolment could be due to visa refusal, being genuinely unwell or sickness, family bereavement or other unexpected circumstances that need to be accompanied in the cancellation letter. Any case of mentioned cancellation will be reviewed by MD.

No refund will be agreed if the cancellation is made during the student has already started the course with BCC.

Cancellation of student's enrolment will be confirmed by a member of BCC staff in writing and the relevant documentation will be kept for two consecutive years.