



BCC ENROLMENT ADMINISTRATION POLICY

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***
- 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: July 2019

Policy Review: July 2020

AIM AND OBJECTIVES

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:

HSBC Bank

Account number: 92093111

Sort code: 40-13-07

International transfer should be made to:

IBAN: GB32MIDL40130792093111

Swift code: MIDLGB2102T

Students sponsored by a third party will have to provide the sponsorship letter together with the application form. Letter of sponsorship 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.

Each deposit payment to BCC 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. The designated member of staff will issue an acknowledgment letter to the student. If the student changes the entry of the language course more than three (3) times, additional charges may be applied to the student in the amount of £30.00 to cover the change of enrolment fee.

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.

7. CANCELLATION

Cancellation of enrolment to the BCC course needs to be in writing and sent by post or email to the BCC office. 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 discretion of the Managing Director.

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.

No refund will be agreed if the cancellation is made less than 4 weeks before student arrival.

Half of the refund will be agreed if the cancellation is made between 4 – 5 weeks prior to student's arrival.

Full refund will be agreed if the cancellation is made 8 weeks or more prior to student's arrival.

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.


ENROLMENT PROCESS

This table below explains the enrolment process.

<p>Step 1 FIRST ENQUIRY</p>	<p>Enquiry sent by student. Reply within 2 working days.</p> <p>Fill the BCC application form and send the form by post or by email on info@bournemouthcitycollege.com .</p>
<p>Step 2 PROVISIONAL BOOKING</p>	<p>On the confirmation receipt from when the student provisional booking is made to the system and a member of BBC will contact the student to confirm the available courses and the additional services such as accommodation, transport etc.</p> <p>Contact with student will be via email the majority of the time .</p> <p>Invoice for the deposit payment is prepared and sent to the student.</p> <p>Booking of the course is guaranteed after the payment of initial deposit of 50%.</p>
<p>Step 3 DEPOSIT PROCEDURE</p>	<p>For any booking with BCC, deposit 50% required to be paid 8 weeks before arrival. Payment could be made by different methods:</p> <ol style="list-style-type: none"> 1) Bank transfer 2) By UK cheque payable to Bournemouth City College Ltd. 3) Cash (at the office of BCC) 4) Debit or credit card <p>Bournemouth City College bank details:</p> <p>Account number: 92093111</p> <p>Sort Code: 401307</p> <p>IBAN: GB32MIDL40130792093111</p> <p>Swift code: MIDLGB2102T</p> <p>Bank address:</p> <p>136 Old Christchurch Road</p> <p>Bournemouth, BH1 1NL, UK</p>
<p>Step 4 ADDITIONAL PAYMENT PROCEDURE</p>	<p>The additional payment of 50% of the course fees will be required to be settled 4 weeks before arrival</p> <p>Payment for transfer from UK airport is requested to be paid 4 weeks in advance</p>
<p>Step 5 COURSE</p>	<p>Upon the receipt of student's deposit, BCC will allocate a place on the course, accommodation and pre-arranged additional services for the</p>

<p>ARRANGEMENT</p>	<p>student as requested in their application form.</p> <p>The confirmation / acceptance letter will be issued to the student to confirm details of course, accommodation reservation, additional special requirements and transport</p> <p>Terms and conditions will be sent to the student</p> <p>BCC will send the pre-arrival instructions to the student</p>
<p>Step 6 CANCELLATION</p>	<p>No refund: BCC will not refund the course fee, if cancellation is made less than 4 weeks before arrival</p> <p>50% refund: BCC will refund 50% of deposit payment if cancellation is made before 5th week prior to arrival (period between 8th -5thweeks)</p> <p>Full refund: BCC will refund full amount of deposit if the cancellation is made more than 8 weeks prior to arrival, in case the first deposit payment is made more than 8 weeks prior to arrival</p>
<p>Step 7 ARRIVAL DATE</p>	<p>All students are welcomed by a member of BCC staff on the day of arrival and the student is placed at the BCC accommodation</p>
<p>Step 8 FIRST DAY AT SCHOOL</p>	<p>On the first day at school, all students will receive a welcome pack together with teaching materials, notepads and student cards</p> <p>Welcome pack includes additional information about the excursions and other activities organized by BCC and the instructions on how to join them</p> <p>Member of BCC staff will be available to speak to each student during the day</p>

PRE – ARRIVAL INFORMATION FOR STUDENTS

<p style="text-align: center;">HELP CONTACTS</p>	<p style="text-align: center;">Student’s contact telephone numbers and email address for BCC member of staff</p> <p>Managing Director: Basher Bengared 0044-7935028955 Office: 0044 – 7879 466983 Email: info@bournemouthcitycollege.com</p>
<p style="text-align: center;">AIRPORT PICK UP</p> 	<p>Transfer from UK airports to Bournemouth is arranged by BCC and based on request in the student’s application form.</p> <p>Payment for transport must be completed 4 weeks before arrival date by any methods of payments (see Terms and Conditions) and you will not be asked to make any additional payment to the driver</p> <p>If the transfer from the airport is arranged, the student will be given a telephone contact number and name of driver, who will be waiting at the requested airport for the student with a BCC sign</p> <p>The student can directly contact the driver, if necessary, however there is a law not to use mobile phones while driving, so please allow enough time to contact the driver to avoid disappointment</p> <p>If there is a delay in the arrival, please contact the driver directly or member of BCC staff and we can help you to arrange new time of pick up.</p> <p>Cancellation of airport transfer needs to be in writing and at least 48 hours before the scheduled arrival. Refund for the transfer costs will be completed as stated in Terms and Conditions of BCC.</p> <p>Luggage allowance with different airlines may vary, please check with them before travelling. If you need any special assistance while travelling, please contact us and we will be happy to help you with your travel arrangements.</p>
<p style="text-align: center;">ARRIVAL AT BOURNEMOUTH BY COACH / TRAIN</p>	<p>Students arriving at Bournemouth by coach or train can use a taxi service from coach / train station, price is usually around £10.00 and needs to be paid directly to the driver</p> <p>There are Yellow Buses (local bus company), departure from stand 6, services to Bournemouth town center and bus tickets are possible to buy from the driver on the bus, price is approximately £ 2.00 Timetable is displayed on the stand and the buses run frequently (approximately every 15 mins)</p>

	Luggage allowance carried by coach / train is not restricted, usually 1 big suitcase (20 kg) and 1 piece of hand luggage can be taken on board free of charge
INSURANCE	<p>Students are strongly advised to arrange private travel insurance prior to travel.</p> <p>BCC cannot accept any responsibility for flight delays, loss or damage of luggage or injury to students while travelling.</p> <p>.</p>
POCKET MONEY <i>While in UK</i>	<p>Students should have enough funds to take with them to the UK. These funds could be used while in the UK, for additional trips or entertainment while in the UK.</p> <p>Some students prefer to bring credit cards (from own country), most of the Mastercard or Visa credit cards are accepted in the UK, they can be used to purchase goods or services or to take cash from any ATM (Automated Teller Machines) in the UK</p> <p>Students must be aware of the exchange rate and additional charges from their issuer bank</p> <p>If students take larger amounts of money in cash, BCC will not have any responsibility for storage or security of this cash while in accommodation. Student is advised to arrange contents insurance for this purpose.</p>
SPECIAL NEEDS / REQUIREMENTS	Students may have special needs which must be discussed before arrival
ACCOMMODATION FACILITIES	<p>Accommodation for students is in BCC residence on 144 Old Christchurch Road, Bournemouth.</p> <p>Accommodation will be arranged based on your individual requirements stated in your application form</p>

**ARRIVAL AT
BOURNEMOUTH**

Student will be requested to come to BCC offices, situated in:

**Bournemouth City College
27 Fir Vale Road
Bournemouth
BH1 2JN, UK**

BCC



***We are looking forward to
welcoming you at BCC!***

