

# Admissions, Enrolment and Documentation Procedures 2018



**Please note:** These procedures should be read in conjunction with WE Bridge Academy's *Admissions policy* and *Tier 4 and visa letters policy*.

## 1. Introduction

The purpose of this document is to set out the procedures and provide further details of the documentation that WE Bridge Academy (the academy) requires to successfully admit and enrol a student onto one of its courses.

## 2. Admissions procedure

An application to study at WE Bridge Academy is usually preceded by an enquiry either from the student or representative. Information should be provided by the academy within 24 hours of receiving an inquiry. If a request for a brochure is made this is usually sent via email. If a student or representative requests a brochure via post, this is usually dispatched within 24 hours; however, the time to receive it will vary.

**Before any conditional offer letter (COL) can be issued by the academy, the following must be provided by all potential students:**

- A fully completed application form with contact details including the student's home address.
- A clear copy of the student's ID card (EU students) or their passport showing their picture (non-EU students).
- If the student needs accommodation, a completed homestay application form.

**Once the student has made the initial application:**

The administration team enters the student details into the student checklist spreadsheet and the current management information system CLASS.

The administration team then prepares and sends the following:

- A COL; the offer letter includes the details of the course that the academy can offer.
- For students who require a visa for study, a statement of intent letter, visa questionnaire, and types of visa information document are also sent.
- A booking confirmation pro forma giving a breakdown of all fees included such as tuition fees, accommodation, airport transfer and registration fees.

**Upon receipt of the COL, if the student wishes to proceed with their application then the student must provide:**

A dated and signed copy of the offer letter.

If a visa for study is required, the student must also have returned:

- A completed and signed statement of intent
- A completed and signed visa questionnaire

**Once these are received back by the academy we will issue an acceptance letter and a visa letter (if required). The individual responsible for the fees will be expected to make a minimum payment of at least the registration fee. Note a CAS will not be issued until a deposit or financial guarantee by the sponsor is received.**

### **Under 18 students must also provide:**

- A completed copy of the academy's *Parental Permission and Medical Consent Form*.
- This form must be completed by the student's parent or legal guardian

### **General**

For students NOT requiring a CAS, students can take an online pre-arrival placement test to assess the English language learning needs of the student.

### **For students requiring a CAS, or who wish to enrol on the International Foundation Programme (IFP), the academy arranges the following:**

- An intention to study interview either by telephone or online.
- A mathematics admission test for IFP students.

The intention to study interview should be carried out by the Director of Studies (DOS) and if unavailable, by a member of the senior management team.

If a student fails to satisfy the academy's questions during the intention of study interview, and / or an IFP student fails to achieve an acceptable score for the mathematics admission test, the academy will withdraw its offer for the programme. The student will not be entitled to a refund of the registration fee in accordance with the academy's terms and conditions.

Once all of the relevant documents have been received, checked and the student has satisfactorily met the academy's admission criteria, the student is informed of their successful application.

The student is then invoiced, which is to be paid in accordance with the academy's payment terms as detailed in its terms and conditions.

The student's information is updated on the academy's management systems by the administration team.

For students requiring a visa, a CAS or visa letter is issued in accordance with the academy's *Tier 4 and visa letters policy*.

### **3. Pre-arrivals procedure**

Pre-arrival checks are carried out by the administration team prior to a student's start date.

If a student is coming to the academy on a visa they should inform the academy when it has been granted.

#### **One week before start date:**

A list of all expected arrivals will be sent to the management team two weeks in advance. This will highlight students who are under 18, sponsored/private students, those requesting homestay and any Tier 4 students.

The student is contacted by the administration team. If the student is coming via a representative, then they are copied into the email to confirm their arrival for the following week.

### **Under 18s**

For expected arrivals of students under 18 years old:

- All under 18s should be provided with homestay accommodation unless they are living with a parent, close relative or responsible adult nominated by their parent / guardian.
- Written permission from the parent/guardian confirming the arrangement for accommodation.

- The administration team liaises with the housing officer to ensure everything is in order with regards to homestay for the student.
- The student will not be able to enrol on their course if this information has not been received.

#### 4. Arrivals and enrolment procedure

Students must start their course on the start date given on the offer letter, or by the latest start date agreed (usually 10 working days) if they are delayed.

If for any reason, there is a delay in a student starting at the academy, the student, or their representative, must inform administration team as soon as possible.

If an exception is made at the situation requires it, the academy issues a new COL with a revised start date; however, this does not apply to Tier 4 students.

The administration team updates any late arrivals on CLASS as soon as possible to inform the Director of Studies (DOS) who ensures that their teaching provision is adjusted accordingly.

The administration team also ensures that the housing officer is informed.

The change is also recorded on the student's file.

The administration team in most cases decides if the change of start date is acceptable. However, if the situation is deemed complex or for a prolonged period, then the senior management team is consulted.

#### **Upon the student's arrival at the academy, the administration team follows one of two procedures:**

##### *Students without a visa*

- Check the student's ID/passport to make sure it corresponds with the initial application.
- Sign and date the copy of the ID/passport used in the student's application.
- Complete the student registration and induction forms, ensuring that the student has received relevant briefings and documents from the relevant members of staff.
- On the student checklist spreadsheet, transfer the student from prospective students to current students.
- Ensure all applicable fees have been paid and the pro forma is submitted to the finance office.
- For sponsored students, check and make a copy of the financial guarantee letter.

##### *Students with a visa*

- Check student's passport and visa to ensure it corresponds with the initial application.
- Sign and date the copy of the student's passport used in the application.
- Verify the students' visa:
  - Short Term Study Visa (STSV)** – ensure the visa vignette/ passport is stamped accordingly.
  - Tier 4 visa** – ensure the visa vignette is stamped with the academy's sponsor license number and check the biometric residence permit (BRP) has the correct details.
- The academy will take a copy of the visa and/or BRP, sign and date the copy and place it in the student's file.
- Complete the registration and induction forms, ensuring that the student has received relevant briefings and documents from the relevant members of staff.
- On the student checklist spreadsheet, transfer the student from prospective students to current students.
- Ensure all applicable fees have been paid and the pro forma is submitted to the finance office.
- For sponsored students, check and make a copy of the financial guarantee letter.
- Tier 4 students are briefed by the DOS/ADOS and the additional conditions that apply are explained to them.

## **Under 18s**

WE Bridge Academy takes special care when dealing with students who are under 18. During the enrolment process, students who are under 18 are given specific advice in line with the academy's *Safeguarding policy and procedures*.

## **All students**

Students are briefed on the academy's expectations by the DOS / ADOS and the administration team.

If there is an issue with the visa, for example a misprint by the UKVI, the administrators will email the UKVI educators' helpdesk for further guidance and follow their direction.

If a student does not have a correct visa, the student will not be allowed to complete enrolment and start any course until the issue has been resolved or confirmation is received from the UKVI that the student can continue while the situation is resolved; this will be dealt with on a case-by-case basis.

If it is found that the student has supplied false information (despite the academy's best efforts during the application stage to ensure that this is not the case) the student will not be allowed to enrol and will be reported to the relevant authorities such as the UKVI. The academy will update all relevant systems including those of the UKVI.

If a student is delayed starting a course due to unacceptable reasons, or if the student is delayed to such an extent that starting a course will not be practical, the student may forfeit their fees paid in accordance with the academy's terms and conditions. In the case of Tier 4 students, all relevant authorities such as the UKVI will be informed. This will be dealt with on a case-by-case basis.

## **5. Non-arrivals and cancellation procedure**

If the student fails to enrol by the start date, and it has not already been agreed with the academy, then the administration team will issue a cancellation letter, unless the delay is agreed by the academy. The student may not be entitled to any refund. The academy will consider each failure to enrol on a case-by-case basis.

The administration team issues a letter of cancellation when:

- The student fails to register with the academy and has not satisfactorily responded to any contact from the academy.
- Where a student notifies the school that they wish to defer the commencement of their classes.

Students failing to register on arrival in the UK will be contacted over the next 10 working days, by email and telephone, either directly or through an appointed representative.

On the tenth working day, the administration team will cancel the student's enrolment on CLASS and in the student checklist spreadsheet, transferring them to the cancelled student's tab on the checklist.

As part of general reporting duties, the academy will report to the UKVI any Tier 4 student that fails to enrol in accordance with the *Tier 4 and visa letters policy*.

## **6. Homestay accommodation procedure**

Students have the option of choosing to stay with one of the academy's homestay providers. Under 18s must stay with a homestay provider, unless they are living with a parent, close relative or responsible adult nominated by the parent / legal guardian, and the academy has received prior written permission from the student's parent/guardian to do so.

Students must complete a homestay application form before the academy can begin to make homestay arrangements.

A request needs to be completed at least two weeks before the student's arrival. If a request is received any later than this, the academy may not be able to offer homestay accommodation in time for the start of the student's course.

Homestay applications are normally received by the administration team along with the student's application. These applications are forwarded to the housing officer once the registration fee to study at the academy has been received.

The housing officer will contact the student and/or their representative to inform them that the form has been received. If further information is required or missing, the student or their representative will be asked for the information at this stage.

The housing officer will confirm that four weeks' payment in advance is required for each student prior to the booking being confirmed.

The student will receive accommodation details a week before their start date provided all necessary documents have been received and all relevant fees have been paid.

Payments for homestay accommodation can be made in the following way:

#### *Online*

1. Visit [webridgeacademy.flywire.com](http://webridgeacademy.flywire.com) and choose your country & the amount you are paying in GBP.
2. Choose your payment method & make your payment to Flywire.
3. Enter your details and those of the WE Bridge Academy student you are paying for.
4. Track and confirm your payment by email, SMS or by logging into [webridgeacademy.flywire.com](http://webridgeacademy.flywire.com).

#### *Bank transfer*

HSBC Bank PLC  
WE Bridge International Ltd.  
Sort Code: 40 16 15  
Account Number: 53984982  
IBAN: GB38MIDL40161553984982  
Swift Code (BIC): MIDL GB 22

Proof of payment should then be emailed to the housing officer. Once the payment has been received, the housing officer will process the booking.

The homestay booking will then be added to CLASS by the housing officer and confirmation will be sent to the student and homestay provider. Templates for both confirmation letters are generated from CLASS and stored on the system.

#### **For students that have commenced their studies at the academy and decide to apply for homestay during their course:**

- Once accommodation has been found, four weeks' payment in advance will be required.
- The housing office will confirm the booking with both the student and the homestay provider once all arrangements have been made.