

CPR M3(a): Student Enrolment Protocol

University Programme Division UK	
Document Code	CPR M3(a)
Document Name	Student Enrolment Protocol
Version	22_01 (UK)
Last Updated	07/09/2022
Summary of Changes since previous version	

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1.0 Introduction

- 1.1 The UK regulatory concession for online document checks has been deferred to the **30th of September 2022** - right to study checks can currently be carried out over video calls. Students can send scanned documents or a photo of documents for checks using email, rather than providing originals. Please note that that some international students may require a follow up in-person appointment, if not all documents are provided during the online check.
- 1.2 From the **1st of October 2022**, should the student enrol online, right to study check must be followed up in-person to include original documents checks and scanning, unless further regulatory concession is announced.
- 1.3 All students will complete their registration and enrolment in-person, there may be a requirement to complete the initial stages of enrolment online whilst a student waits for their Visa to travel but full enrolment will only be complete when the in person enrolment has taken place. The enrolment process is a fundamental part of the student experience enabling students to immerse themselves into the course. Such interaction becomes an integral piece of the journey giving opportunity to meet staff members who in turn will signpost supporting practices including social, welfare and academic, whilst providing a contact point throughout the course. This document reflects the arrangements the College will undertake to allow new and returning students that opportunity to a successful transition.

2.0 Online Enrolment Process

- 2.1 Students will be notified of the details of the environment they are required to access including the session login details and any individual entry codes or passwords. Students will also be requested to test the virtual platform prior to the scheduled session to determine if their personal computer, tablet, or phone require installation of the platform or application upload. If any technical support is required students should contact the member of staff of the receiving email or send an email to listed address in section 5.0 of this document.
- 2.2 Individual Enrolment sessions will last approximately 30 minutes to 1 hour. Some group sessions may last more than 1 hour depending on the flow of discussion.
- 2.3 The College will require to see the student on the screen of the device in use and therefore students will require a device that has a camera. During the session the college will discuss the enrolment process and ask questions so audio on the device will also be essential. Where documents are to be shown on the screen adequate lighting in the student room will need to be considered as will any glare that could be apparent.
- 2.4 Students who have been allocated an enrolment session that they cannot attend, (due to access and availability of equipment, reliability and stability of the internet) should seek an alternative session by emailing the relevant staff member or contact the listed email address in section 5.0 of this document. HIC will allocate sessions, where possible, to provide alternative arrangements if it is deemed an unsuitable allocated session due to the justification received.
- 2.5 Integral to the registration session will be the requirement for all students to evidence the right to study in the UK. For some this may require the presentation of their passport or identification card whereas for others, for instance those requiring immigration permission, a passport and valid visa and boarding pass.

- 2.6 Failure to provide the required documents during enrolment may lead to the delay of enrolment and subsequently teaching whilst an alternative registration session is arranged or where the documents may have not been available to view. If the required documents have not been evidenced when requested, or at rearranged registration session, the College will give a final deadline to the student to present the document(s). If this deadline is breached the student may lose the opportunity to register on their course during the semester, moving the start date to the next available semester, or relinquish their place entirely.
- 2.7 Students will be asked to evidence documents by holding the desired document to the screen in full view. There will be a number of key areas of the documents shown that may include requests to see specific or the reverse of pages, and in some instances various document characteristics (holograms, document identifiers, document codes, etc). If a student is unable to show the document to the screen, the quality is poor, the document is the incorrect document requested we may ask you to scan a copy to the relevant email address so that we can assess the copy in a different format. Equally if a student is unable to provide a copy at the allocated session a scanned copy can be sent by email.
- 2.8 During the enrolment process our primary aim is to fully register students on to the course of study to allow teaching to begin without delay. Students are asked to attend their scheduled session, and any subsequent sessions, promptly and with all of the requested documentation available.
- 2.9 The College will use the enrolment session to provide students with key information to instil confidence allowing the student to begin their studies without unnecessary apprehension. Highlights include, but not limited to, course content, term and academic year dates, key college contacts, course finance, timetable management and University registration.
- 2.10 Collection of contact information will form a significant part of the registration process where the College will confirm information relating to your current address whilst studying, preferable contact telephone/mobile number, email address and study mode. In all circumstances we will aim to identify if you have any emergency/additional contacts, such as a parent or sibling, that you would like us to contact in the event of an incident. For students over the age of 18 this information will be voluntary with any emergency/additional contacts stored with privacy rights attached to each individual (giving you the option to contact them about certain matters/incidents). Students under the age of 18 will be required to have a nominated guardian who can act as loco parentis and be an available point of contact for the welfare and safety of the student. If any of this information is unavailable at the point of enrolment this may delay the completion of the students enrolment and must be provided to the college as soon as it is available.
- 2.11 Privacy and consent can be managed by the student once registered on a course by using the available platform highlighted during enrolment. Under GDPR, consent can be freely managed by the student and therefore can be changed at any point in written or verbal format. The College will act accordingly when a request is made and endeavour to change preferences promptly.

3.0 Face-to-Face enrolment process

- 3.1 Students will be notified of the details of the enrolment session they are scheduled to attend in person. They will be provided with a list of original documents they are required to bring. Should the student be affected by visa delays, the student should contact the College to confirm their arrival date once known for late enrolment arrangements within the latest enrolment date as per CAS.
- 3.2 Integral to the registration session will be the requirement for all students to evidence the right to study in the UK. For some this may require the presentation of their passport or identification card whereas for others, for instance those requiring immigration permission, a passport, a valid visa and a boarding pass.

- 3.3 For those students entering the UK on a Student visa a Biometric Residence Permit (BRP) validating their visa status and length of stay will be available for collection. A suitable time will be arranged with the student to collect this document.
- 3.4 Failure to provide the required documents during enrolment may lead to the delay of teaching whilst an alternative registration session is arranged or where the documents may have not been available to view. If the required documents have not been evidenced when requested, or at rearranged registration session, the College will give a final deadline to the student to present the document(s). If this deadline is breached the student may lose the opportunity to register on their course during the semester, moving the start date to the next available semester, or relinquish their place entirely.
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- 3.7 Privacy and consent can be managed by the student once registered on a course by using the available platform highlighted during enrolment. Under GDPR, consent can be freely managed by the student and therefore can be changed at any point in written or verbal format. The College will act accordingly when a request is made and endeavour to change preferences promptly.

4.0 Face-to-Face Learning

- 4.1 The College will provide face-to-face teaching on campus.
- 4.2 Beyond enrolment, further detail on required face-to-face attendance for all students, including those on a student visa can be read in CPR M3. This document outlines student engagement obligations, expectations, and requirements.
- 4.3 It is anticipated that enrolment will take place during the advertised period outlined on the College website found here <https://www.hic.navitas.com/important-dates> - 'orientation start dates'. The College will endeavour give to give advanced notice if the enrolment period were to change.

5.0 Further Information

5.1 Questions in relation to our enrolment practices or the timing of an allocated registration session should be sent to HIC College Services <College.ServicesHIC@hic.navitas.com>. The College will do its best to assist and enquiries that are received and in relation to allocated sessions engage with students to make suitable alternatives. Students are strongly encouraged to proactively contact their college if they have any issues with engaging with their course.