

**BellerbysCollege**

# Student Admissions Policy

Effective from 1 September 2018

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<b>Policy:</b>	Student Admissions
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<b>Synopsis:</b>	This policy describes Bellerbys College Admissions process
<b>Policy owner:</b>	College Director & UK Admissions
<b>Relevant to:</b>	This policy applies to Admissions and all college staff
<b>Publication:</b>	This policy will be made available to staff via our web site myStudyGroup ( <a href="https://mystudygroup.com">https://mystudygroup.com</a> ) and externally via <a href="http://www.bellerbys.com">http://www.bellerbys.com</a>
<b>Date introduced:</b>	September 2014
<b>Next review date:</b>	August 2022
<b>Related documents:</b>	<p>Bellerbys College documents (located on myStudyGroup):</p> <ul style="list-style-type: none"> <li>☐ Bellerbys College Academic Programme Entry Requirements</li> <li>☐ Identifying and Care of Students with Chronic Conditions/Disabilities</li> <li>☐ Bellerbys College Pre-arrival Health Declaration Form</li> <li>☐ Bellerbys College SEND Policy and Procedures</li> <li>☐ Bellerbys College Application Referral Policy and Procedures</li> <li>☐ Bellerbys College Admissions Appeals and Complaints Policy and Procedures</li> <li>☐ Bellerbys College A Level Scholarship Requirements</li> </ul>
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## 1. Introduction

*Bellerbys College Student Admissions Policy and Procedures* relate to the application and admission of students to Bellerbys College programmes.

## 2. General principles underlying this policy and procedures

The policy and procedures used to admit students are transparent, explicit, clear, and consistently applied.

The policy and procedures used to admit students provide equal opportunities for students with:

- special educational needs and disabilities
- Students who declare special educational needs and disability (SEND) on application will be admitted in accordance with *Bellerbys College SEND Policy and Procedures*
- The policy and procedures used to admit students provide equal opportunities to all students
- regardless of gender, sexuality, nationality, race, colour, culture and religion
- Students are offered unbiased guidance and advice
- Students have the right to appeal unsuccessful applications
- Students have the right to complain about any aspect of the way in which their application and/or admission was managed
- A policy and procedures exist for handling student appeals and complaints in a fair, effective and time-bound way
- Bellerbys College reserves the right to cancel courses onto which students have been accepted, in accordance with its [Terms and Conditions](#).
- Bellerbys College abides by UK data protection laws.

## 3. Application of policy and procedures

*Bellerbys College Student Admissions Policy and Procedures* apply to the application and admission of all students, including those already studying on a Bellerbys College programme.

All agents, feeder schools and individual students applying for programmes are made aware of the relevant terms of *Bellerbys College Student Admissions Policy and Procedures* as part of the application process.

Admissions is accountable for ensuring that appointed agents, feeder schools and individual students abide by the terms of this policy when completing and submitting applications. Admissions is additionally accountable for ensuring the validity of information included in application forms and information/evidence provided in support of student applications and, other than in exceptional circumstances, for the subsequent decision to admit students to Bellerbys College programmes.

## 4. The role of Global Admissions

Global Admissions manages the student application and admissions process, from providing the materials and means for application through to the students' arrival at college to begin their studies. All applications and admissions are processed by Admissions in accordance with *Bellerbys College Student Admissions Policy and Procedures*, [Bellerbys College Term and Conditions](#), *Bellerbys College Academic Programme Entry Requirements*, and *Bellerbys College Admissions Appeals and Complaints Policy and Procedures*.

Please refer to Appendix 1 for full information relating to the structure, role and responsibilities of Global Admissions.

## 5. Entry requirements

Global Admissions admits students to Bellerbys College programmes according to pre-specified entry requirements.

Entry requirements include minimum student age, academic qualifications and/or record, English language level.

Requirements are applied to ensure that students meet Home Office requirements for study in the UK, have sufficient English language knowledge and skills to ensure language is not a hindrance to academic progress, and are at an appropriate academic level to allow them to succeed on their chosen programme.

The Bellerbys Principals agree programme entry requirements annually and liaise with Admissions and Study Group Sales and Marketing teams to ensure any changes are embedded into application materials and procedures.

The annual review of entry requirements follows this three-step process:

1. Review of requirements (July – September) in context of:
  - a. Outcomes/results for students accepted following referral for exceptional consideration in the academic year just ending
  - b. Market changes/issues (input by *Marketing*)
  - c. Competitor changes (input by *Marketing*)
2. Evaluation and recommendations by Principals (October)
3. Approval/rejection by Bellerbys College Advisory Board (BCAB) (November)

Please refer to the current version of *Bellerbys College Academic Programme Entry Requirements* for full details of requirements for each programme.

## 6. Student application and admissions process

Student applications to Bellerbys College programmes are usually received through one of the two routes shown below:

- Via a Study Group-approved local agent/feeder school
- Directly from an individual

All applications must be completed and submitted in accordance with the requirements of the application documents and [Bellerbys College Term and Conditions](#), and must include all relevant supporting documents/evidence.

## 7. Students with relevant medical history and/or special educational needs and disability

Global Admissions will ensure that application and admissions processes comply with the relevant Bellerbys College welfare policy on *Administration of Medicines and Supporting Students with Medical Conditions* and *SEND Policy and Procedure* and that all agents, students and students' parents/guardians can view the latest version of these documents online.

For students under 18 years of age, a parent or guardian must provide details of known medical issues (medical conditions or allergies that require attention/notification and any prescribed medicine taken on a regular basis) on the student's application form and sign a disclaimer at the end of the form giving permission for the administration of first aid and appropriate non-prescription medication, and to seek

medical, dental or optical treatment when required. Students over 18 years of age must provide the details requested on the application form and sign the declaration personally.

In addition, Admissions will request that each student/their representative return a completed copy of *Bellerbys College Pre-arrival Health Declaration Form* as part of the admissions process before arrival at their college. This form provides the college with details of medical conditions and SEND and should be signed by the student's parent or guardian for students under 18 years of age. Students aged over 18 years of age may sign the declaration personally.

Admissions is responsible for providing the relevant Bellerbys College staff with a copy of all pre-arrival health declarations received from students. Details from the declarations should not be viewed or recorded by Admissions, in order to respect the confidentiality of this information.

Where appropriate, Bellerbys will make reasonable adjustments to accommodate students during their period of study at the College.

### **8. Student application and admission timelines**

Global Admissions will only process applications if sufficient time is available to carry out their admission processes fully and if all necessary arrangements can be put in place to enable the student to begin their studies on or within 1 week after the programme start date.

For applicants who are too late to be enrolled on their chosen programme, Global Admissions will provide information regarding options to study on alternative programmes starting at a later date, or regarding deferred entry for their chosen programme.

Students whose applications are successful will be offered a conditional/unconditional place within 48 hours of their application being received.

Students whose applications are not successful will be notified within 48 hours of their application being received.

Students holding a Conditional Offer, but who subsequently fail to meet the relevant conditions, will be notified within 48 hours that their Conditional Offer had been rescinded

Students who receive a conditional or unconditional offer must sign and return the acceptance and indemnity and provide proof of payment form provided to initiate the Global Admissions confirmation process and guarantee their place on a programme.

Students will be made aware that places on programmes will only be guaranteed following confirmation of acceptance of an offer, provision of any requested materials and payment of the requested deposit, and will be allocated on a first-come, first-served basis.

### **9. Application outcomes**

Students applying for a place on a programme before the specified application deadline will have one of three outcomes:

- Application is successful and an offer of an unconditional place is made
- Application is successful and an offer of a conditional place is made
- Application is unsuccessful.

Admissions staff aim to consider and respond to applications within two business days. However, where a decision is not able to be made (due to a lack of information or the need to consider mitigating circumstances) this time may be extended. When this occurs, Admissions staff contact Agents/SEAs to advise on the status of their application.

The following guidelines should be used to determine the application outcome:

- A student whose application information has been validated by Global Admissions and meets all entry requirements will be offered an unconditional place on their chosen programme, subject to availability
- A student who is awaiting results of tests or examinations, or who needs to undergo tests/assessments to determine whether they meet entry requirements, will be offered a conditional place on their chosen programme, subject to availability, if they are predicted to meet the entry requirements or have demonstrated through previous/informal assessment that they are capable of meeting the entry requirements
- A student who fails to meet entry requirements will either be unsuccessful in their application, and receive information regarding alternative study paths, or be referred for further consideration in accordance with *Bellerbys College Application Referral Policy and Procedure*
- A student who is over-qualified for the programme they have applied for will therefore be advised to re-apply for a programme that represents progression in terms of their academic history to date. If this is not possible within Bellerbys College range of programmes, the application will be unsuccessful
- In most cases, a student with a previous history of academic impropriety or a poor discipline record will be unsuccessful in their application. However, Admissions will evaluate and make a decision regarding each situation individually.

#### **10. Unsuccessful applications and failure to convert conditional offers**

If a place is not offered because a student's application does not meet entry requirements for the chosen programme at the time of application, Admissions must ensure that the student clearly understands the reasons behind the decision not to accept them onto the programme. If appropriate, Admissions will provide details of options the student could consider helping them to attain the required elements for entry to the same programme in the future. Alternatively, Admissions will provide details of and relevant application documentation for alternative Bellerbys College programmes for which the student does meet, or can readily take steps to meet, the entry requirements.

If a student narrowly fails to meet programme entry requirements, Admissions has the option to refer them to the relevant Bellerbys College Principal and Academic Director for exceptional consideration in accordance with the stipulations for referral and procedures set out in *Bellerbys College Application Referral Policy and Procedures*.

Students who fail to meet the conditions of their original offer will be encouraged to apply to an alternative programme for which they may be more academically suited or defer their entry until they have met the entry requirements for the programme. If a student does not wish to follow an alternative study plan or defer, they will either be referred for further consideration by the relevant Bellerbys College Principal, in accordance with the stipulations for referral and procedures set out in *Bellerbys College Application Referral Policy and Procedures*, or have their offer withdrawn.

### **11. Admissions appeals and complaints**

Students have the right to appeal against any decision taken during the application process. An appeal can be made by an individual student or by their representative.

Students also have the right to complain about any aspect of the application or admission process and the service that they receive.

Appeals and complaints must be made in accordance with *Bellerbys College Admissions Appeals and Complaints Policy and Procedures*.

### **12. Offering places on Bellerbys College programmes**

Admissions is responsible, in accordance with its defined role and responsibilities, outlined in appendix 1, [Bellerbys College Term and Conditions](#), and *Bellerbys College Student Admissions Policy and Procedures*, for formally offering places to successful applicants.

A student receiving an offer of a place at one of Bellerbys College programmes should clearly understand:

- The details, terms and any conditions of the offer
- That the offer can be withdrawn based on failure to meet the conditions on which it is made
- The total fees associated with their programme of study and the related payment plan
- That programme places are not secured when an offer is made but will only be guaranteed following confirmation of acceptance of an offer, provision of any requested materials and payment of the requested deposit, and allocated on a first-come, first-served basis
- How to accept or decline the offer
- Where to direct any queries, they may have for the remainder of the admissions process.

### **13. Exceptional and Borderline Cases**

Bellerbys recognises that some students may have mitigating circumstances that they wish to be taken into consideration when an application is processed.

A proactive request to consider these mitigating circumstances from the outset of an application is termed as a request for an Exceptional Case. Typically, an Exceptional Case is a known and significant deviation from the published entry requirements and a student/agent request to make a case for the mitigating circumstances to be considered as part of the application. In this instance a member of the Study Group sales team will undertake further investigations which may include an interview with the student, before reaching a decision. If the salesperson endorses the mitigating circumstances, details are provided in writing as part of the application process. The Admissions coordinator will present this written endorsement to the appropriate College Principal for consideration, who will have the overall decision on whether to recognise the mitigating circumstances and accept the student onto the requested course of study. The written endorsement and corresponding response is stored as a supplementary document within the Pega system and/or Study Global system of record.

A reactive request by an Admissions Coordinator to consider a minor deviation from the published entry requirements is termed as a Borderline Case. In this instance the Admissions coordinator will document the nature of the 'near miss' to the entry requirements and present this to the appropriate College Principal for consideration, who will have the overall decision on whether to recognise the mitigating circumstances and accept the student onto the requested course of study. The request and corresponding response is stored as a supplementary document within the Pega system and/or Study Global system of record.



#### **14. Confirming student places on Bellerbys College programmes**

Following a student's acceptance of an unconditional offer, or successful conversion of a conditional offer, UK Admissions will contact each student, or their representative, to confirm their place and provide all relevant logistical and programme information and advice in accordance with Bellerbys College Confirmation Workflow.

When all outstanding conditions have been met within a Confirmation, and within 12 weeks of the start of a course of study, the UK Admissions team will issue the Confirmation of Acceptance for Studies (also known as the 'CAS'). The CAS is an electronic document that allows the student to apply for a visa to study within the UK.

Prior to the CAS being supplied to the student, a statement of the information to be used in the CAS is first issued which requires the student to check the accuracy of the given information. Upon receipt of a signed CAS declaration form and the appropriate CAS payment the formal CAS is then usually issued to the student's representative.

Some students may require further checks prior to an issuance of a CAS for visa compliance purposes, this may include a financial documents check. Students may also be required to attend an interview to assess the credibility of their intentions for studying in the UK on their chosen course. This interview broadly resembles the interview the student may undertake as part of their visa application.

#### **15. Pre-arrival processes and checks**

Following confirmation, UK Admissions will keep in contact with the student's representative throughout the remainder of the admissions process to provide advice and support where needed and to ensure the following before the student arrives at Bellerbys College:

- Suitable insurance is in place
- Pre-arrival health declaration has been sent to the student and they have been requested to complete and return it before arrival
- Student inbound travel details are obtained
- Suitable UK accommodation and arrival transfer are booked
- Student has access to relevant pre-arrival information pack(s).

#### **16. Student scholarships**

A number of scholarships are available from Bellerbys College for academically gifted students.

Bellerbys College will inform UK Admissions of the number of scholarships available for each student intake. UK Admissions will process scholarship applications, alongside the Study Group Partner Sales Team and Recruitment Teams, in accordance with defined Scholarship Process Flows.

For A level applicants, scholarships equivalent to 20%, 30% or 40% of programme fees are available for students to apply for.

To apply for a 20%-30% scholarship, students must meet country-specific requirements outlined in Bellerbys College A Level Scholarship Requirements. The country-specific requirements met will determine whether a student is eligible for a 20% or 30% scholarship. Students will also be required to interview with a Bellerbys staff member, either academic or approved recruitment member to assume eligibility.

There are a limited number of 40% scholarships per annum.

**17. Cancellation and refunds**

If a student requests to cancel a confirmed place on a Bellerbys College programme, Admissions will refund an amount against fees paid to date in accordance with *Bellerbys College Refund Policy*.

**18. Maintaining records**

Information submitted within the Admissions process is held within the main Study Group system of record called Study Global. A secondary system called PEGA (which is integrated with Study Global and synchronises data accordingly) is also used by the Singapore Hub when processing applications through to the issuance of offers. Both of these systems are secure and have robust access privileges in order to protect student data.

Information submitted as part of the Admissions process is held in multiple forms, including images of supplied documents, electronic copies of formal written notifications and copies of email communications between Admissions Coordinators and students/agents. This information is used to assess the suitability of an applicant, and student records (bookings) are also used during the course of study to track student payments, academic progression and other required data points along the student journey.

In addition to the use of the noted bookings data, anonymised student data is also used by Study Group for statistical and reporting purposes.

Admissions will maintain detailed records of all student applications and admissions in line with UK Data Protection laws and the Study Group Data Protection Policy.

**Appendix 1**

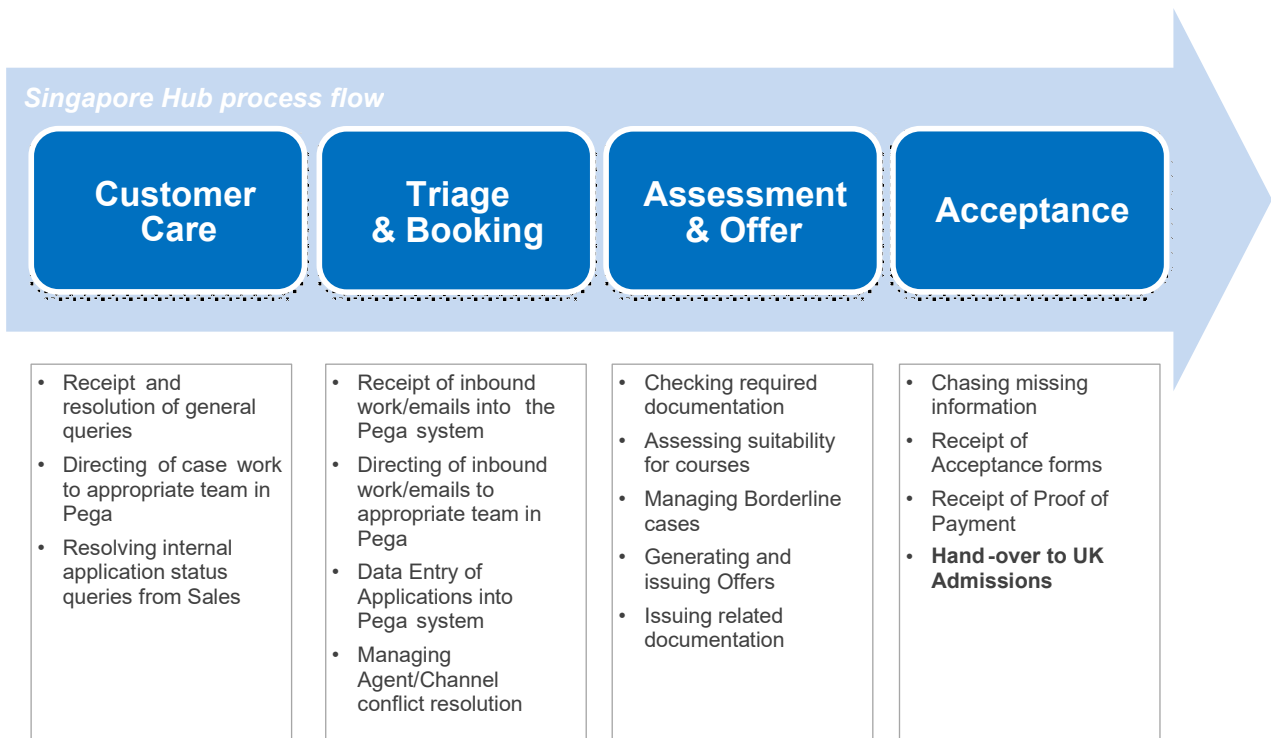
**Overview of Admissions structure, roles and responsibilities**

The Study Group Admissions process is operated using a spoke-based model, whereby distinct phases of the procedural flow are handled in different geographic locations in the UK and Singapore.

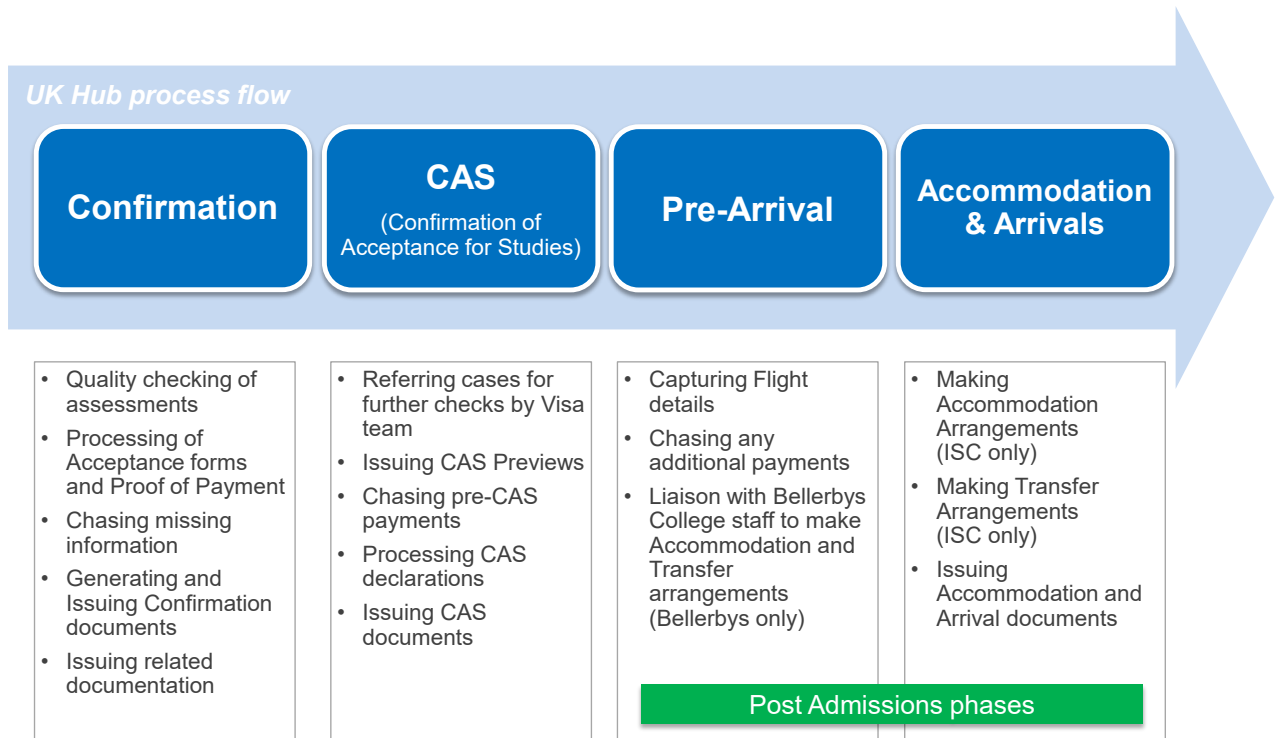
- The application through to offer-issuing phases are managed in Singapore. This in-market presence allows students and their agents to interact with Admissions resources within or close to their native time zone, enabling a faster response and better service. The Singapore Hub primarily uses a PEGA application to manage applications and offers and synchronise appropriate data to the main Study Global system of record.
- The confirmation and CAS-issuing phases are managed in the United Kingdom. This allows for a UK based specialism within the constantly evolving UKVI requirements. The UK spoke primarily uses the main Study Global system of record.

The use of a two-stage model allows a secondary quality check by UK based staff of the assessment and offer phases of the process (in addition to those quality checks undertaken directly within the Singapore hub).

**1.1 Overview of Singapore Hub remit**



1.2 Overview of UK hub remit



*Admissions Team staff*

There is a rigorous selection and recruitment process in place to identify and employ only those individuals in the Admissions Team who possess the following essential key attributes:

- Good customer service skills
- Good attention to detail
- Fast and accurate keyboard skills
- Good organisational skills
- Time management/prioritising skills
- Good numeric skills
- Good communication skills (written and verbal)
- The ability to work under pressure
- The ability to work as part of a team and individually

2. Admissions Roles & Responsibilities

2.1 Hub staff

- The Hub Director (Singapore) is **accountable** for the accurate operation and maintenance of the Admissions policy and processes within their hub location, in accordance with the prescribed entry requirements
- Admissions Managers or Team Leads are **accountable** for the accurate operation of the Admissions processes within their team of Admissions Coordinators, in accordance with the prescribed entry requirements
- Admissions Coordinators are **responsible** for the accurate handling of individual cases in adherence to the published Admissions processes, in accordance with the prescribed entry requirements

## 2.2 Related staff

- The College Principal is **accountable** for the determination and maintenance of entry requirements (in collaboration with the partner HEI where applicable) and therefore is also **consulted** for final approval of any borderline or exceptional cases within the Admissions process
- The Principal is **responsible** for the accurate and secure record of entry requirements, and is also **consulted** as required in relation to the interpretation of entry requirements (Academic Manager is also a member of the Programme Approval and Validation Committee)
- The Visa and Accreditation Compliance Manager is **accountable** for interpretation of the current UKVI regulations and managing the Tier 4 visa licence structures for Study Group, and therefore is also **consulted** for specialist support in the shaping of the Admissions process
- Visa Officers are **consulted** in regard to visa related matters in relation to individual Admissions cases

## 3.0 Academic assessments

One of the main areas of Admissions' expertise and accountability is academic assessment of all students' applications flowing in from the Agent network.

Admissions staff keep all necessary reference documentation in an internal Knowledge management source known as "Huddle". The documents in the Huddle site are regularly updated by relevant managers. The main academic assessment documents, progression grades (grades required for university entry) and academic programme entry requirements are managed by Bellerbys academic management.

Admissions Coordinators ensure that all necessary supporting documents have been received from students. A check list for this appears on the front cover of the student application booklet.

When all necessary supporting documentation and intended progression information has been received, Admissions assesses all applications by checking the following:

- Students are academically qualified for the chosen programme (Admissions Library/ISC/academic assessments/entry requirements)
- Students' English test results meet the English level entry requirements for the chosen programme
- Students' circumstances meet UKVI entry regulations (IELTS, NQF level, programme applied for represents academic progression for students with previous Tier 4 visa)
- All reference letters from previous study in the UK are checked
- All IELTS results are verified through official websites

Students are allowed to submit completed handwritten Study Group Tests as proof of their English level. These tests are marked by a suitably trained member of the Admissions Team and can be used as proof of language level and to determine student suitability to receive a conditional offer (receipt of IELTS result required before confirmation of acceptance for studies (CAS) can be issued).

#### **4.0 Admissions expertise and training**

Admissions works closely with the colleges and in-market Regional Managers to identify developments and changes in regional education systems to ensure knowledge is up to date. Admissions will also ensure changes to Bellerbys College Academic Programme Entry Requirements are shared as quickly as possible with all relevant partners.

All new Admissions staff members are provided with training to ensure they have sufficient knowledge of the educational systems and the programme entry requirements relevant to the markets with which they will be working.

#### **5.0 Admissions: UKVI compliance**

Each member of Admissions staff is provided with full UK Visa and Immigration (UKVI) compliance training by the Visa Compliance Manager, with periodic refresher sessions taking place thereafter.

Up-to-date information on fulfilling UKVI compliance requirements, including guidance on completing documents and options if visas are not granted, is available to staff.

A step-by-step information sheet on how to add notes to the Sponsor Management System, check Certificates of Acceptance for Studies (CAS) status or withdraw sponsorship on SMS is also available.

Admissions Managers take full responsibility for UKVI compliance within their regional teams. They ensure the accuracy of CAS issued, provide advice, and undertake UKVI SMS reporting, including monitoring visa refusal rates and reasons by agent and by country.

All information on Highly Trusted Sponsor (HTS) threats are carefully collected at the end of each intake and submitted to the Visa Compliance Manager, who assesses risk level and, in discussion with Regional Managers and the Brand Sales Director, issues agent warning letters and Terminating Notices when/where applicable.

#### **6.0 Admissions: Practice quality assurance**

The Admissions Manager is responsible for the accuracy of the processes carried out and the quality of documentation issued to students within their respective region.

Admissions keeps up-to-date step by step guidelines on Admissions Working Practices in the Admissions Huddle site. These include accommodation allocation guidelines, CAS and visa requesting and issuing procedures, working practices for applying bursaries, discounts and scholarships and refund request guidelines.

#### **7.0 Admissions: Product knowledge**

Admissions ensures that all of its staff have access to up-to-date programme information, application documentation, programme and accommodation availability data, and UKVI compliance requirements throughout the admissions process.

**8.0 Admissions: Contacts**

Admissions ensures that all of its staff have access to up-to-date contact details for all relevant academic staff for each programme.