



Admissions Policy and Procedure

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Audience:	OBC Staff, Students and Website (General Public)

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1 Introduction

The College is committed to providing a robust admissions process that ensures fairness, transparency and equal opportunities in line with the guiding principles of the UK Quality Code and within the legal framework of the United Kingdom. The College welcomes applications from candidates regardless of their background and actively encourages applications diverse communities including those who may be disadvantaged and face barriers to higher education.

2 Purpose

The purpose of the Admissions Policy is to inform staff members, students and all stakeholders about the process of admitting students into a course of study at the College. The policy follows relevant accreditation and awarding body regulations along with UK government legislation.

3 Aims and Objectives

The Admissions Policy aims to attract suitable students, irrespective of background, and prepare them for academic success and gainful employment, promotion in their existing careers or to start their own businesses. The objectives of the Admissions Policy are to ensure that:

- Students are recruited from a wide range of backgrounds, who have the potential and motivation to succeed on the College's higher education programmes
- Elimination of discrimination on the grounds of gender, age, marital status, race, nationality, ethnic or national origin, sexual orientation, religious beliefs, disability, family circumstances, parental status, or any other inappropriate grounds.
- All applicants are appropriately guided through the process
- All applicants are treated quickly and fairly.

4 UK Quality Code on Admissions

In accordance with the UK Quality Code core practice on expectation of quality, we aim to provide a reliable, fair and inclusive admissions system by applying the following guiding principles:

Guiding Principle 1

Policies and procedures for application, selection and admission to higher education courses are transparent and accessible.

Members of the Senior Management Team are required to inform and advise their department of any decision on business strategies. The responsible department (Admissions) is required to implement strategic priorities and objectives around recruitment of students as part of a marketing plan.

All entry requirements (as detailed in this Admissions Policy) are published on the OBC website and in College brochures. Guidelines set by the awarding bodies are followed as well as the academic department. Oxford Business College entry requirements require an academic pre-assessment to determine whether or not the applicants meets the entry requirements for the chosen programme. The academic interview is conducted by a qualified person in order to determine the applicant has sufficient knowledge, background and potential to complete the programme successfully and comply with the programme demands.

All selection procedures follow the Equality and Diversity Act 2010.

Applicants are judged on the basis of their academic achievement/background, work experience and their potential.

Admissions Officers are required to attend training seminars and workshops, to keep up to date with the latest guidelines and policies. Oxford Business College has appointed Turpin and Miller as legal adviser to update and train the Admissions Department with the latest UK rules and regulations. Staff attend various seminars conduct by accredited government and educational organisations. (E.g. Home Office, Study UK, Pearson/Edexcel, University and FE College partners, SLC, HESA, etc.)

The Admissions Officers are required to review the Admissions policies on an annual basis. The Admissions Officers must update policies any time there are changes in government legislation or awarding body regulations that need to be implemented. Regular monitoring of the policies and procedures is required on a quarterly basis to ensure the department is compliant with any UK government or awarding body requirements.

All the Admissions policies and procedures are available in the admissions department as well as on the OBC website

Guiding Principle 2

Higher education providers use fair, reliable and appropriate assessment methods that enable them to select students with the potential to complete the course successfully.

Please refer to section 11 (The Role of the Admissions Officer)

Guiding Principle 3

Higher education providers reduce or remove unnecessary barriers for prospective students.

This includes having procedures for handling appeals and complaints about recruitment, selection and admissions that are fair and accessible. Appeals and complaints procedures are conducted in accordance with a published timescale. Please refer to admissions complaints and appeals procedures on the website.

Guiding Principle 4

Information provided to prospective students for recruitment and widening access purposes supports students in making informed decisions.

In accordance with CMA requirements, the Admissions Officer emails full information to a prospective applicant to allow them to make an informed decision about a programme of study at the point of their enquiry and their application.

Please refer to section 11 obligation of each party.

Further to CMA rules (for Higher Education Provider/and Consumer Law) the Admissions Office at the point of receiving an enquiry about a programme must send the following details to the prospective student:

- Course information (content and structure)
- Tuition fees
- Terms and Conditions
- Student Handbook
- Pre-Arrival pack
- Accommodation pack (International students only)
- Attendance Policy

This information allows prospective students to make an informed decision on the chosen programme and allows them to know what to expect from Oxford Business College.

Guiding Principle 5

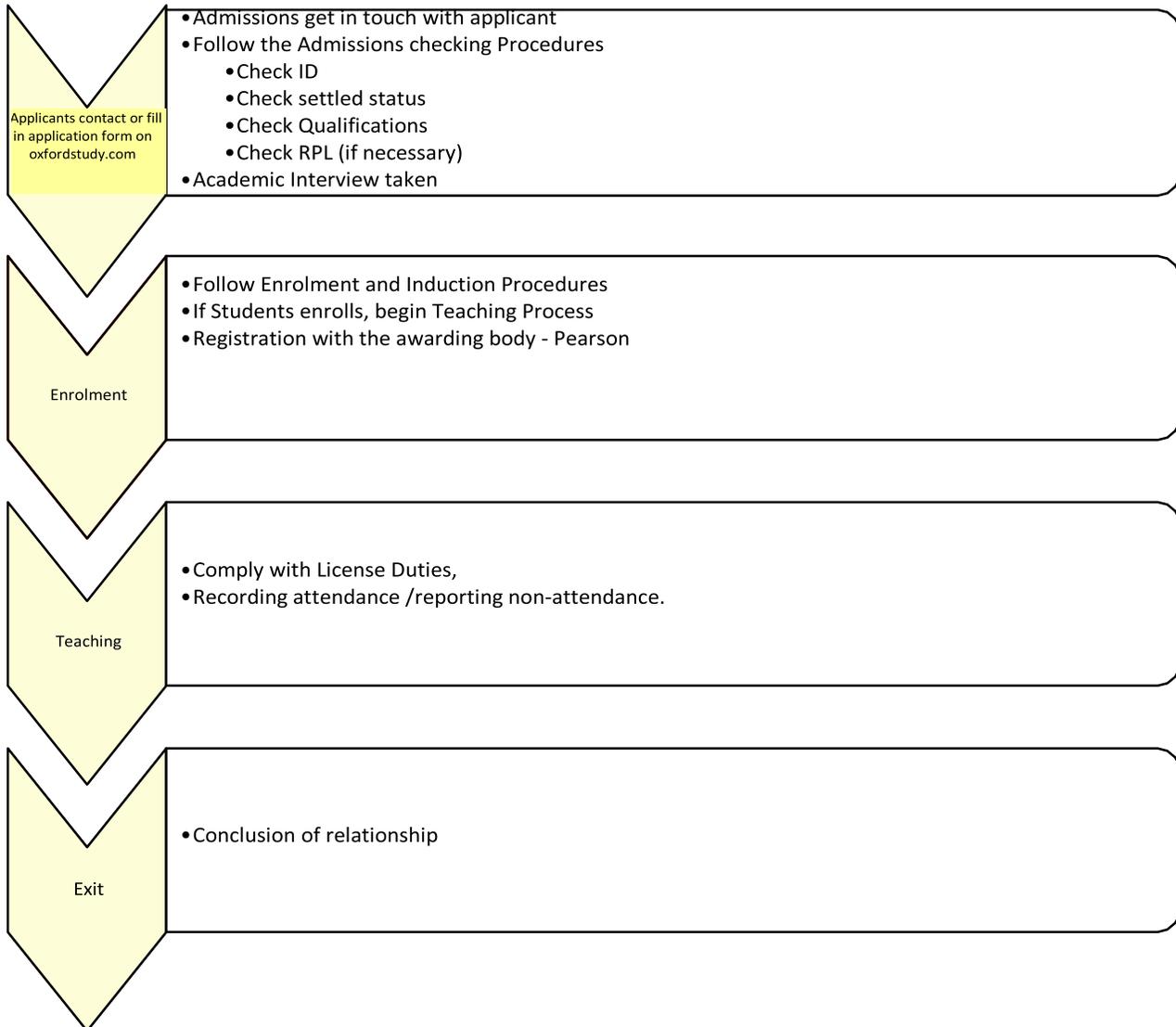
All staff, representatives and partners engaged in the delivery of admissions, recruitment and widening access are appropriately trained and resourced.

Guiding Principle 6

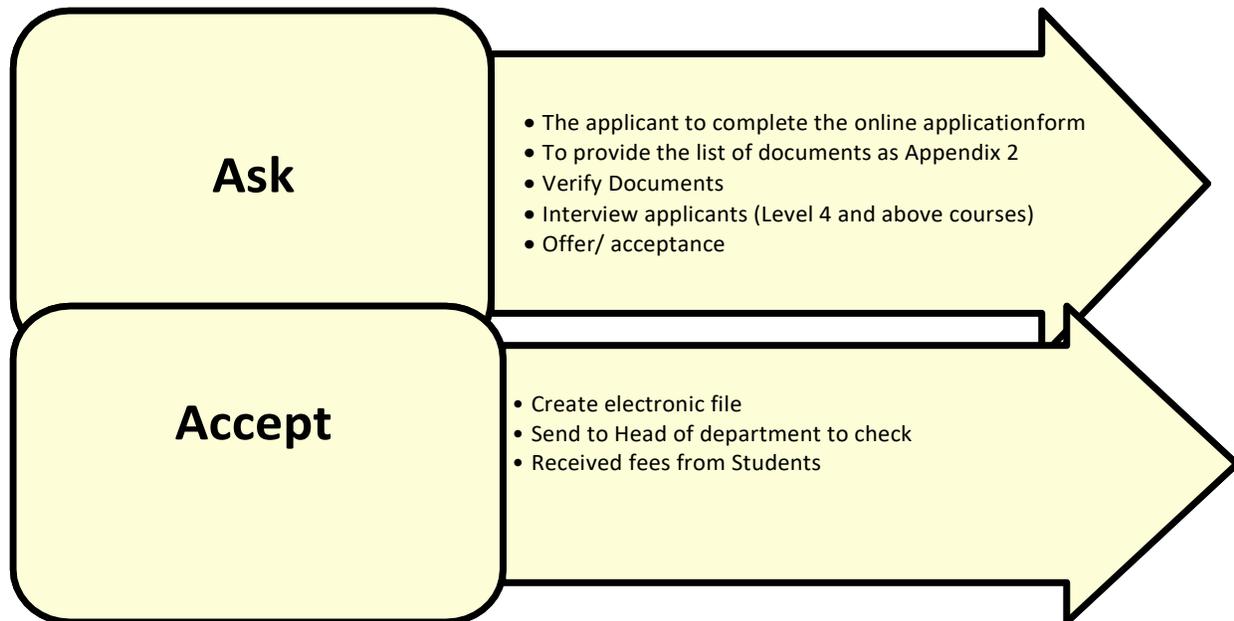
Providers continually develop widening access strategies and policies in line with local and national guidance.

5 Admissions Procedures

5.1 Summary Flow Chart



5.2 Sponsorship Duties (for international students)



5.3 Stages to follow:

- Applicants must complete online application form on the College`s website: <https://www.oxfordbusinesscollege.ac.uk/apply/apply-now/> - Appendix 1
- Alternatively, applicants complete the full online application form on the admissions portal; oxfordstudy.com
- An email is then sent to the applicant advising them to submit the documents in Table 1 below. Any document not in English must be accompanied by certified translation.

Table 1

Documents Required	Key Things to Check	
Passport Copy	Personal Identity details Leave stamps	
Biometric residency card or settled status	In country only	
Migrant Contact details	UK residential address Telephone Number Email: (must be kept up to date)	
Academic and non-academic documents used to assess the application:	Qualifications/ Academic transcripts English Language Proficiency RPL	These will be attested by AO use NARIC
Applicant work experience evidence (work documents)	When required e.g. mature students who don't have sufficient qualifications, but they have related work experience	

- The College will check the authenticity of the documents presented by the applicants for any sign of alteration and will check the personal details on certificates against those in the passport. The College will take responsible steps to check that they are genuine documents; they do not contain any obvious alterations; and they relate to the applicant. Where there are any doubts about the authenticity of the documents further checks will be made through the issuing authority. Evidence of further checks will be placed on the applicant's file.
- For EU Home applicants, academic certificates will be verified against NARIC database or with the issuing institution, if required, and store the document in the individual files and on computer system.
- All students will have an academic interview conducted by a qualified person and which will consist of
 - Confirming applicant's identity (and recording; screenshot vs ID).
 - Asking questions about their intentions to study (recorded on an application form)
 - Doing a viva voce on their completed online written test (sent online to student before interview)
 - Doing an unseen reading comprehension test in front of the interviewer
 - Answering any further questions, the applicant may have on the chosen course.
- International students living abroad are not required to attend an interview in person. This can be completed via phone or Zoom. Zoom or telephone interview is mandatory at OBC. An interview form is filled by the interviewing officer. A screen shot of a Zoom interview page will be printed and stored in the students file as evidence.
- It is mandatory for international students to do a SELT
- Once full documentation has been verified, the admission officer will review the application and, if satisfied, will issue the applicant with a conditional offer letter – Appendix 4

In case the applicant does not meet the entry requirements for the course the application will be rejected. The applicant will be formally informed on the decision. The entry criteria for each course are listed in Appendix 2.

6 Application Evaluation

The Admissions Officer will review the application at this stage by asking the following:

- Is the applicant suited to a particular course, taking in account the information obtained in the steps above?
- Are there any factors, (physical or mental) which require reasonable adjustment in the delivery of the course?
- Is there a criminal record which may influence the offer?
- Does the applicant otherwise meet the entry requirements listed in the English Language Appendix?

7 Acceptance of the Offer

- After the application has been assessed and the applicant qualifies to start the programme, the Admissions Officer will create an electronic file to ensure all the student's details are recorded on the College database.
- International students will then receive an invoice in order to complete the full tuition fee/ full registration fee payment. However, Oxford Business College will consider acceptance of first year or full tuition fees/ Financial Guarantee prior to the CAS number being issued to the student.
- After the full tuition fees are received, Admissions Officer will pass the file to the Authorized User to consider assigning the CAS number for the International students. The CAS reference number/visa letters cannot be issued by Admissions Officer until all the documents have been verified and checked by the Head of the Admissions and CAS to be issued only by the Authorization Officer/ level 2 user.

8 Application Process

8.1 Enrolment Process

- All students will be sent an enrolment letter prior to the start date (once registration fees have been cleared)
- The Admissions Officer will monitor the arrivals of the students

Students are expected to enroll at the College within the period set by the College.

The admissions office will be in regular contact with the student prior to their enrolment.

If the student fails to enroll within 10 working days, the College has the right to defer their studies.

8.2 Delayed Enrolments and Registrations

In some cases a student may be unable to complete their enrolment until they have obtained all the required information. For example, a student may be waiting for a visa confirmation before knowing that they will be able to stay in the UK and complete their course. In such cases there will also be a delay in registering the student with the Awarding Body Edexcel. However, the College may agree to allow the student to attend classes during this delayed period and a letter explaining this will be given to the student. The letter will explain that this agreement is made independently of the Awarding Body and that the College cannot register the student until they have fully completed their enrolment at the College. See a sample letter in Appendix 20.

8.3 Pre- Arrival Pack

The Pre-arrival pack is sent to students with the Offer and Enrolment letter.

Induction Process

- New students must attend the College's induction day. (In case student misses the induction day or time, one to one induction is provided on his arrival as part of his registration process).

8.4 Induction Agenda

- Staff Introduction
- Each staff member will be introduced to the students.
- Practical support
- Student Welfare Officer will explain use and importance of Social Media and Share Point.
- Academic staff member will explain available pastoral care and academic support.
- Admissions Department

The Admissions Officer will cover the following aspects:

- Learning Agreement
- Examination Rules for all internal, external mock, final examinations, coursework/assignments.
- Rules for International Students

The Academic Department will cover following aspects:

Attendance, workshops, assignments deadlines, drafts, process for submitting drafts and final submissions, assessment rules, BPP textbooks, data monitor/Market line, our library, Oxford Brookes library, Career's Advice Appendix 3

On the induction day students must complete a personal information form. This includes:

- Health Form
- Personal/ emergency contact details
- Application feedback form
- Students are required to provide proof of address in the UK.
- Students are required to provide original passport / visa and original academic transcripts/certificates
- Student's passport will be compared with the copy of the passport sent to the College. This process will apply to all nationalities.
- No students will be allowed to enroll at the College until a valid passport/ birth certificate/ID is produced during the admissions or enrolment process
- All the above documents will be filed together with all the documents received at the point of application
- All documents will be scanned and uploaded on the student file on the computer database

- On the first day of enrolment the College will:
- Take the following copies of the student's passport: identity page(s) (personal details and photograph); the page bearing the student's UK visa showing his/her permission to be in the UK; and any other pages of the passport bearing a UK endorsement
- Take a copy of the student's Identity Card for Foreign Nationals (if they have one)
- Students will be told that they must keep their contact details up to date. These will be repeated in a student declaration form which the student is required to sign on induction day and which also includes a signed confirmation from the student that he/she will comply with the College's requirements for attendance. A copy of the declaration will be kept on the student's file.

Following the Initial Assessment

Any particular needs of individual students identified by the Admissions Department (see Interview and Application forms) are communicated to the relevant departments in the College for follow-up. The student will be issued with a copy of the Student Handbook. The student will attend an induction session

9 Entry Requirements (all students)

All of the following must be assessed when deciding whether an offer of a place can be made to an applicant.

- Detailed information on entry requirements to all courses are to be found in Appendix 2.
- Using the information provided by the applicant in writing, phone call, email or Zoom, the admission officer will give particular attention to the applicant's functional skills, prior learning/academic qualifications and experience, as well as their goals and personal circumstances, to assess whether an applicant will be suited to particular course.
- The admission officer will also request information on medical conditions, disability, learning difficulties and criminal record – Appendix 1 and Appendix 5.
- All the international students applying for level 3 Courses are required to have the following IELTS band.
- 6 month Foundation Diploma: IELTS 5.0 with no less than 5.0 in each of the component.
- 9 month Foundation Diploma: IELTS 4.5 with no less than 4.5 in each of the component.
- 11 month Foundation Diploma: IELTS 4.0 with no less than 4.0 in each of the component or their level of English is assessed by the admissions department/English tutor before the offer letter is issued.
- For courses at level 4 and 5, the applicant must demonstrate CEFR B2 level in each language component.
- If the IELTS is 0.5 or more below the required points for a specific course the students will be invited to either study Business English Language Preparation before entering to their academic programme or take extra English classes to improve English skills – free online courses are provided by Oxford Business College.

10 Student Files

- Copies of these documents will be signed and dated and placed on the student's file with the exceptions of the references to the visa page and pages bearing UK endorsements, all of the above actions and steps will also be applied to UK and European Union students.
- The file should provide a complete history of the student and it should be available to the UKVI or the academic department.

The file should clearly state:

- Pre-arrival information
- Offer and enrolment letter
- Copy of passport/ID/visa expiry date
- Academic transcripts/ certificates
- Invoices
- Induction pack/ Learning Agreement
- Attendance records
- Academic progress/ Grading reports
- Proof of address
- Change of circumstances form where applicable to be filed
- Other necessary information as required for student record submission.

11 The role of the Admissions Officers

11.1 Purpose and organization

The Admissions Officers report to the Academic Registrar and Senior Registry Officer of the College, who is ultimately responsible for the Admissions plans, activities, and decisions.

- The aim of the department is to recruit, induct and document the progress of prospective students effectively and smoothly.
- Part of the admission process is to be able to make a correct assessment of student applications and ensure that the course selected matches the needs and abilities of the applicant.
- Staff in the admission office are trained to carry out their roles as stated in their job descriptions.
- The Admissions Officers will liaise with the Head of Marketing in proposing marketing plans, and the related promotional activities to achieve the College's recruitment targets.

11.2 Main duties of the Admission Officer

- Process applications
- Check identification documents (for SLC and settled status purposes)
- Check academic documents with NARIC (and SELT when necessary)
- Give academic guidance when required
- Interviewing prospective students
- Send offer letter
- Follow up for confirmation of acceptance of the offer
- Assist students with student loan applications and liaise with the finance department
- Issue CAS (international only)
- Issue enrolment letters
- Send pre-arrival information to potential students
- Student induction
- Record-keeping and updating files
- Maintaining database at all stages of the admission process e.g. enquires, admissions, correspondence etc.
- Transfer student's details on KSASPRO post enrolment

11.3 Other Duties

- Respond to all new enquiries in a timely manner
- Provide further information as required
- Address applicants concerns and other issues raised
- Follow up on agents' referrals

11.4 Advice and guidance

- Guide the applicants for the visa application process
- Monitor visa progress (for International students)
- Monitor visa/pre-settled expiry status on current students
- Assist current student on visa extension
- Maintain and retain office records for UKVI inspections

11.5 Marketing

- Develop relationships with agents
- Agent training
- Assessment of agents' progress
- Connect with other companies, embassies, agencies to develop new markets
- Promote new and existing courses in accordance with the marketing plan strategy
- Develop student ambassador relationships

11.6 Knowledge and skills required

- Knowledge of subject and programmes
- Knowledge of College's policies and procedures
- Knowledge of UKVI rules
- Microsoft Office proficiency
- Relationship building skills
- Account management
- Database management
- Strong communication skills (verbal and written)
- Team player
- Customer service skills
-

12 College and Student Obligations

The summary below identifies the obligations of the applicant as well as of the College, in relation to offers, rejections and deferrals by both parties.

- Students who apply to study at OBC are required to complete the online application form available on the College's website accurately and to the best of their knowledge
- Once the application has been submitted, an admission officer will inform the applicant via email or telephone that the application has been received. The admission officer will request relevant documents to assess the application
- Once the decision has been made the applicant will be informed via email within 48 hours
- Once the offer letter has been issued to the successful applicant, he/she is required to confirm or decline the offer within two weeks
- Applicants can withdraw the application within 2 weeks after their confirmation of acceptance and before the enrolment
- Students will be able to defer their studies before enrolment date and between programmes (e.g. moving from HNC to HND) Appendix 19 (Terms & Conditions)
- Oxford Business College will inform students on any changes to the programme at the earliest possible occasion. A formal letter will be sent to the student at the point of decision.
- In case of course being cancelled applicants will be advised on alternative course.
- We advise international students to ensure qualifications obtained in UK are transferable and recognised by institutions in their home country.
- Admissions Officers will adhere to UKCISA Code of Ethics to promote diversity and equality, taking into consideration aspect of culture, social and academic background.
- Admissions Officers will adhere to Equality and Diversity Act at all times – Appendix 3.
- On all email communications, any personal information related to the applicant/student is sent via secured link only.

Oxford Business College adheres to Data Protection Act 1998 and GDPR regulations.

Any personal information or students' academic achievements cannot be passed to third parties without the student's permission only.

13 Public Information

- Oxford Business College's website is monitored and updated on a day-to-day basis. The website is widely accessible and acts as a source of information for the public on the courses offered here at OBC, as well as to existing students and staff.
- In addition, OBC distributes paper-based marketing materials highlighting main features of the courses and training offered by OBC.
- OBC promotes an "open door" policy which allows potential students to visit the College at their convenience and discuss their expectations.
- OBC has active accounts on Facebook, Twitter and LinkedIn social media websites. OBC uses these websites to promote courses, social events and spread important announcements. All students are encouraged to follow these websites and actively participate in discussions and the exchange of information. <https://en-gb.facebook.com/oxfordbusinesscollegeuk/>
https://twitter.com/oxford_business?lang=en
https://www.instagram.com/oxford_business_college/

14 Complaints and Appeals

14.1 Scope

This procedure describes how all complaints received from prospective applicants should be processed.

14.2 General Principles

The College aims to consider complaints and achieve a fair timing resolution in all cases.

All complaints should be investigated at the appropriate level, and all the investigations should be conducted sensitively with due regard to the rights and confidentiality of the complainant and any member of staff involved.

Where a member of staff is named in a complaint, he/she should be informed of the nature of the complaint and given the opportunity to discuss the issue and where appropriate deal with the complaint directly.

The outcome of a complaint should normally be made known to any staff involved including the complainant.

14.3 Making a Complaint

A complaint can be made in person or in writing (including email) either directly to a member of staff or via email. It can also be made online through the college website

All processed complaints received should be forwarded to the Registrar. The Registrar records all the details on the complaint Log Sheet within 10 working days.

It is anticipated that the majority of complaints can be resolved satisfactorily on an informal basis. Initial complaints are progressed as a stage 1 complaint and investigated by the Admissions Team
→ Admissions Officer → Head of Admissions → Registrar.

14.4 Complaints Process

The Registrar logs, references and forwards the processed complaint to the Senior Management Team.

Where necessary, the Registrar also investigates the complaint and returns a draft response. The investigation report must clearly show whether the complaint is justified by indicating, YES, NO or PARTIAL.

In cases where the report is partially justified, it must identify which elements of it are/are not justified.

A full written response to the complainant should be provided within 10 working days. However, in exceptional circumstances this can be extended to 20 working days. The reason for the extension should be recorded and an acknowledgment letter should be sent to the complainant.

Where a complainant is asked to attend a meeting, s/he has the right to be accompanied by one other person of their choice. A note of the meeting should be taken and entered into the record.

All records of the complaint and its outcome should be recorded and retained. All records of the complaints should be lodged with the Registrar. It should be noted that no complainants will be disadvantaged by making a complaint.

Where the nature of the complaint is deemed to be of a serious nature or may be related to a breach of the law, the complaint should be immediately escalated to the member of the Senior Management Team for further guidance.

Where a complaint is made against a member of the management team the complaint will be investigated directly by the HR department who will produce a response in collaboration with the SMT.

If the complaint is made about an Admissions Officer, two members of the management team who are not directly involved will investigate the case.

Where a complaint is of a serious nature and /or may relate to a breach of law the College Director will seek appropriate legal advice on how to proceed. This may include consultation with the College SMT, HR, College lawyers etc. All advice given will be recorded.

Where serious allegations are made against a member of staff, the complaint will be investigated by the College Director/HR Manager in conjunction with the SMT. If the investigation indicates that the complaint is justified, then disciplinary procedures may be initiated.

Care should be taken to ensure all communication is in an accessible form that meet the complainant needs.

14.5 Appeals

The complainant has the right to appeal if s/he is dissatisfied with the outcome of the complaint.

An appeal against the outcome of a complaint should normally be lodged within 30 days of the conclusion of the formal appeal. An appeal should be made to the College director in writing, outlining the grounds for the appeal including the new information, which was not available at the time of the original complaint.

The appeal should be acknowledged within 10 working days.

The College Director will review the case and may carry out additional investigations and seek whether the complaints procedures have not been followed or that the complaint has not been handled fairly.

All the responses should be provided to the complainant within 10 working days. In exceptional circumstances this can be extended up to 20 working days.

The reasons for the extension should be recorded and intimated to the complainant in the initial acknowledgment letter or follow up letter.

The College Director's decision is final and brings the College investigation of the complaint to a conclusion.

Please see the College' Complaints Policy on the College website for further details on making complaints.

15 Monitoring, Review and Evaluation

The Registrar monitors frequency of the complaints and provides an analysis of root causes and identifies commonalities.

Complaints and their outcome should be discussed and monitored within the appropriate College team and should be used as evidence in self-evaluation process.

The Registrar will provide regular reports to the SMT.

16 International Students: Additional procedures

All principles outlined in this document apply to College's representatives responsible for student recruitment. All representatives will be supported and trained and their performance regularly reviewed.

16.1 Application to return to the College (International Students)

If a student applies to return to complete his/her course after having been reported to the UKVI for unauthorized absence, the College will consider his/her application in the light of all circumstances including the length of the absence, the student's overall conduct and ability to resume the course. If the College decides to take the student back onto the course, the College will notify UKVI that it wishes to continue sponsoring the student whilst recognizing that if the student's leave has already been curtailed; he/she will need to make a new application before he/she can start studying again.

16.2 Visas

In respect of visas for international students, the College will:

- Record the expiry dates of all students' visas. This will be maintained on the College database.
- Monitor the list weekly and advise students of the need to seek further leave to remain 90 days before the date of expiry of the visa.
- The College will check weekly with the student until such time as the student confirms that an application for an extension of stay has been submitted.
- The student will be asked to provide a confirmation of submission as evidence that an application has been submitted along with copies of the application form, acknowledgement of receipt of the application from the UKVI, and any other correspondence received from the UKVI.
- Copies of all documents will be placed on the students' file.
- The Admissions Officer weekly check if the student has not received his/her visa after 14 weeks which is the point at which the UKVI recommend that the student should enquire about the progress of his/her application.
- Check every international student's passport termly, confirm that they are still in possession of a valid visa/leave to remain and place a signed and dated copy of the student's permission to be in the UK on their file.
- All students to update their contact details at the beginning of each term. Updated details will be recorded on the student's file, signed and dated.

16.3 Reporting changes in circumstances to UKVI

The College will also report to the UKVI if a sponsored student discontinues his/her studies (including deferrals of study) within 10 days of the event in question.

If the student states that he/she is moving to another College, the student will be asked to provide details of the new College including evidence of acceptance there. The College will also contact the new College to confirm these details. The name and address of the new College will be passed to the UKVI as part of the reporting process.

Where a student withdraws from his/her course stating that he/she intends to leave the UK, the student will be asked to provide evidence of his/her plans for leaving the country (for example a flight ticket).

Full details of the student's plans to leave the UK will be included in the report submitted to the UKVI.

If a student is expelled from the College and/or the College stops sponsoring the student for any reason, including if the student changes to another immigration route that does not require sponsorship, the College will report the matter to the UKVI within 10 working days.

The College will also report to the UKVI within 10 working days any other significant changes in the sponsored student's circumstances such as a change of location or the duration of the course.

If the College stops sponsoring the student for any other reason, for example if the student moves into a different immigration route that does not require a sponsor; or if there is any information which suggests that a student is breaching the conditions of his/her leave; or if there is any other reason whereby the College believes it is appropriate to report the student to the UKVI.

In all these cases, the College will submit a report to the UKVI within 10 working days.

The College will also report to the police if it believes that the student is engaged in any criminal or terrorist activity.

17 Managing Agencies (International)

Appointment of new agents:

- Preference will be given to agents trained, registered or approved by an external body.
- All prospective agents are required to complete a comprehensive questionnaire through online application before being offered a contract. Link:
<https://www.oxfordbusinesscollege.ac.uk/international-partnerships/agents-application-form/>
- All prospective agents are required to provide satisfactory references of UK institutions they have represented. References will be taken up before an agent is offered a contract. Note: when asking for references, you should pose some specific questions such as (a) how long has

the agent represented your College (b) what is their success rate in relation to applications received and students enrolled and completing their courses (c) Do they always work in an ethical and professional manner?

- New agents will be awarded an initial contract of [12] months. The contract can be extended provided that the agent has met the performance criteria referred to below.
- The College will aim to meet its agents in person or via Zoom before appointment.
- The agents will be used for introducing students and not for recruitment.

17.1 Contract and agreements

- All agents will be expected to sign a contract which identifies their responsibilities to the College and to the student; and the College's responsibilities to the agent, including commission payments.
- Agents will not be allowed to take deposits from students in cash or in any other form that can be diverted to the agent.
- Agents are not allowed to issue any kind of offer letters on behalf of the College.
- Agents will not be allowed to sub-contract without the agreement of the College.
- Agents will not be allowed to mention the College in any kind of publicity without the agreement of the College.
- Agents must not undertake English language testing of students unless they are an approved testing centre for one of the recognized English language testing organizations.
- Agents are not allowed to use any titles or material that suggests they are employees of the College.
- Agents must sign the College's code of conduct for agents, part of agent's agreement.

17.2 Monitoring agent performance

- All agents will be monitored against the following criteria for each student they provide. OBC monitors the quality of service and students every term.
- Visas refused (2%)
- Student fails to enroll within 1 month of course commencing
- Enrolled students who cease studies within 33% of the course
- Enrolled students who cease studies within 66% of the course
- Enrolled students who fail to complete the course
- Student attendance (80%)
- Student progression
- Any agent who breaches these criteria may have their contract terminated.
- Commission payments will be linked to student enrolment and completion of the course.
- Agents will also be monitored against the accuracy of their description of students' qualifications and work experience.

17.3 Reporting

Details of all agents used by the College will be reported to the UKVI including if the College terminates its agreement with an agent whose details have previously been reported.

- The College will inform the UKVI of any examples of misconduct by an agent whether or not that agent is being used by the College

- The College will maintain regular telephone or online contact with its agents. These contacts will include updates on recruitment, the College and its courses, visa applications and any other immigration matters, also student arrivals.
- Agents are expected to be fully familiar with the College's size, location and facilities, the courses offered and the qualifications to which the courses lead.
- The College will provide the agent with comprehensive information about the College and encourage agents to visit the College wherever possible.
- Agents are expected to be fully familiar with UK immigration requirements for Tier 4 students and to attend any training that might be available on immigration matters and study in the UK more generally as provided by the British Council, UKVI or other bodies

18 Exit procedure

It is important for the College to know of and understand reasons for withdrawal. This is achieved through the exit form and exit interview. (Appendix 15)

College will make clear the practices involved in formally leaving the institution to ensure smooth process, which includes:

- Returning library books,
- Closing of accounts,
- Final payments of accommodation bills.

Please note that the procedures and policies outlined in this policy, and in any related policy may be reviewed or changed at any time before the actual review date.

18.1 Appendix 1: Application Form



Apply Now

First Name *	<input type="text"/>
Last Name *	<input type="text"/>
DOB *	<input type="text"/> 
Email *	<input type="text"/> <input type="text"/>
	Enter Email Confirm Email
Mobile Phone *	<input type="text"/>
Country of Residence *	<input type="text" value="Afghanistan"/>
Nationality *	<input type="text" value="Afghanistan"/>
Disability	<input type="text" value="Please Choose..."/>

Address	<input type="text"/> <small>Street Address</small>
	<input type="text"/> <small>Address Line 2</small>
	<input type="text"/> <small>City</small>
	<input type="text"/> <small>State / Province / Region</small>
	<input type="text"/> <small>ZIP / Postal Code</small>
	<input type="text"/> <small>Country</small>
Course	<input type="text" value="English Course"/>
Add Note	<input type="text"/>
How did you hear about us *	<input type="text" value="Please choose..."/>
<input type="button" value="Send Application"/>	

18.2 Appendix 2: Entry Requirements

Entry requirements

Business English Language Preparation No entry requirements

18.3 Foundation Diploma in Business, Law and Engineering

Secondary or High School Diploma and,
English language proficiency by course length:

6 month: IELTS 5.0 with not less than 5.0 in each of the components

9 month: IELTS 4.5 with not less than 4.5 in each of the components

11 month: IELTS 4.0 with not less than 4.0 in each of the components

18.4 Level 3 in Business

Students must have one of the following:

- BTEC level 2 diploma
- 4 GCSEs (2 which include Maths and English minimum grade c)
- Recognised High School Diploma Or Related work experience and, for non- English speaking students, UKVI SELT or equivalent test at level B1

18.5 BTEC Higher National Certificate – Level 4

Students must have one of the following:

- 1 A Level
- A recognized university foundation programme
- High School Diploma
- 2 years of full-time work experience and,
- English language proficiency IELTS 5.5 with no less than 5.5 in each of the components

18.6 BTEC Higher National Diploma – Level 5

Students must have one of the following:

- 1 A Level
- A recognized university foundation programme
- High School Diploma
- 2 years of full-time work experience and,
- English language proficiency IELTS 5.5 with no less than 5.5 in each of the components

18.7 Appendix 3: The Equality and Diversity Act

<http://www.education.gov.uk/aboutdfe/policiesandprocedures/equalityanddiversity/a0064570/-equality-act-2010>

The Equality Act 2010 replaced all previous equality legislation such as the Race Relations Act, Disability Discrimination Act and Sex Discrimination Act.

The Equality Act 2010 provides a single, consolidated source of discrimination law, covering all the types of discrimination that are unlawful. It simplifies the law by removing anomalies and inconsistencies that had developed over time in the existing legislation, and it extends the protection from discrimination in certain areas.

Schools/Colleges cannot unlawfully discriminate against pupils because of their sex, race, disability, religion or belief and sexual orientation. Protection is now extended to students who are pregnant or undergoing gender reassignment.

The exceptions to the discrimination provisions that existed under previous legislation – such as the content of the curriculum, collective worship and admissions to single-sex schools and schools of a religious character, are all replicated in the new act.

There are some changes:

- Introduction of a new single equality duty to replace the previous three separate duties. This includes new specific duties requiring schools/Colleges to publish equality information and objectives. Initially this must be done by 5 April 2012, and then periodically updated.
- It is now unlawful to discriminate against a transgender pupil.
- It is now unlawful to discriminate against a pupil who is pregnant or has recently had a baby.
- New Positive Action provisions will allow schools/Colleges to target measures that are designed to alleviate disadvantages experienced by, or to meet the particular needs of, pupils with particular protected characteristics. Such measures will need to be a proportionate way of achieving the relevant aim.
- Extending the reasonable adjustment duty to require schools to provide auxiliary aids and services to disabled pupils, introduced in September 2012.

18.8 Appendix 4: Offer letter

Date:

To:

Dear XXXXXX,

Conditional Offer of a Place

Further to your application we are pleased to offer you a place of study at Oxford Business College, as follows:

Programme name: BTEC Higher National Certificate/ Diploma in Business Awarding Body: Edexcel
Start of the programme: Date

Date of completion: Date

This is a conditional offer and will be confirmed subject to you achieving the following: Payment of full tuition fees.

Please confirm your intention by completing the student decision form.

Step one: If you are in agreement with the conditions of this offer, please send us your documents via email to admissions@oxfordbusinesscollege.ac.uk or by post to: Oxford Business College, 65 George Street, Oxford, OX1 2BQ.

Step two: If you have been assessed as an “International” for fee purposes, we require International students to make the full payment in advance. Please send proof of payment to the above emailaddress.

Step three: Once proof of payment has been received, we will issue the enrolment letter and the visa letter. International students must submit the visa letter to the visa officer when making an application for entry visa.

Approved and signed by the Admissions Officer

Student decision form

Students must return this form within 2 weeks of having received an offer of a place, to ensure the place is reserved.

Programme of study	
Start date	
End date	
Email:	Tel:
Programme of study	
Start date	
End date	
Email:	Tel:

Please tick the following box

Accept	<input type="checkbox"/>	Withdraw	<input type="checkbox"/>	Defer	<input type="checkbox"/>	Intake	<input type="checkbox"/>
--------	--------------------------	----------	--------------------------	-------	--------------------------	--------	--------------------------

Date:	Student Signature
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Payment procedures (International)

The College accepts payment by Cheque, Sterling bank draft, bank transfer or credit card. In the case of bank transfer, please ensure the students name appears clearly while making the transfer. Payment made by UK credit card will be charged 3% over the amount of transaction and 5% international credit cards.

The sender of the funds is responsible for the bank charges and commission for both sending and receiving banks; otherwise, these will be applied to the students account on the arrival. Unless written instruction is received to the contrary all communications in respect to payments will be sent to the person responsible for paying the fees.

Cancellation & Withdrawals

Please refer to the College terms and condition policy

Please tick the following box if you would like to cancel the offer*:

Cancelled						
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*You have the right to cancel your offer up to 14 days after acceptance date, conform CMA33.

18.9 Appendix 5: Section A: Important Details

FAMILY Name	
GIVEN Name (s)	
Date of Birth	
Student ID Number	
Passport Details	Passport No: Visa start: Expiry date:
Programme of Study	Start date:
Address in the UK (with postcode)	
Home Telephone Number	
Mobile Telephone Number	
E-mail address	

(Date: __/__/__)

Passport Details

The College is now obliged to take copies of all student passports. Please ensure that you pass on your passport to the College for photocopying.

Emergency contact details

Please provide details of an emergency contact (parent, guardian or closest contact) in your own country.

Nature of relationship (Circle one)	Mother : Father : Other relative : Close friend :
FAMILY Name of emergency contact	
GIVEN Name of emergency contact	
Full Address in UK or Abroad	
Home/ Mobile Telephone Number	

18.10 Appendix 6: Section B: Health Form

Name of Student: _____

Student Number: _____

This information is required of all Oxford Business College students and will be strictly confidential and only used in an emergency.

<p>A: Medical Conditions Do you suffer from, or have you ever suffered from, any of the following:</p>		
Allergies	Yes/No	Notes:
Diabetes	Yes/No	Notes:
Dyslexia	Yes/No	Notes:
Epilepsy	Yes/No	Notes:
Glandular Fever	Yes/No	Notes:
Hay fever/Asthma	Yes/No	Notes:
Heart Condition	Yes/No	Notes:
Menstrual Pains	Yes/No	Notes:
Migraine	Yes/No	Notes:
Specific learning difficulties	Yes/No	Notes:
Sight problems	Yes/No	Notes:
Hearing problems	Yes/No	Notes:
Motor difficulties	Yes/No	Notes:

Do you have any other medical conditions which should be known?

Medication:

Do you take regular medication? YES NO

If so, please give details_

18.11 Appendix 7: Section C: College Rules and Regulations

In order to make our department an orderly, pleasant place for everyone to study, we request that you observe the following rules:

Coming on time

- Please arrive to class five minutes before the start of the lesson.
- Any student who arrives more than fifteen minutes late may not be able to enter the classroom; he or she may have to wait until the break and then enter.

Attendance (International)

- You must attend all classes.
- In an unavoidable absence, you must inform the College in advance on attendance@oxfordbusinesscollege.ac.uk .
- If you miss classes for two weeks consecutively without prior notice, you will be excluded from the class and will have to re-do the term.
- If you fail to attend sufficiently or sit assessments during the term, the College reserves the right to ask you to re-do the term for which you will be fully charged.
- You must submit a doctor's note for each period of illness.

Attendance (EU Home students)

- You must attend all classes.
- In an unavoidable absence, you must inform the College in advance on attendance@oxfordbusinesscollege.ac.uk.
- If you miss classes for two weeks consecutively you will receive a warning.
- You will receive further warning mails for subsequent absences.
- If you fail to attend sufficiently or sit assessments during the term, the College reserves the right to ask you to re-do the term for which you will be fully charged.
- You must submit a doctor's note for each period of illness.

Eating, drinking and cleaning the classroom

- Do not eat in class.
- Water is permitted
- Leave the classroom clean and tidy when you leave.

Contact with parent/sponsor/employer

The Oxford Business College does not as a rule make contact with the parent, sponsor or employer of a student. However, the College reserves the right to contact the parent/sponsor/guardian/employer if the student is not contactable.

18.12 Appendix 8: Section D: Assessment & Examination Rules

For all internal, external mock, formative and summative assignments or examinations.

Coursework/Assignments

Student`s Conduct Regulations

- a) Assignments must be submitted on or before the deadline set. If the assignment is late, the College reserves the right to refuse to mark the assignment.
- b) All students must attend for their own benefit a series of workshops on assignment writing, critical thinking and formatting provided by the College.
- c) All assignments must be referenced and include bibliography according to the Harvard system.
 - ✓ Students must submit a cover sheet (provided by the College) when submitting each assignment. The cover sheet must be clearly attached to the assignment. No assignment will be marked without this cover sheet.
 - ✓ If an assignment is below standard or contains any element of plagiarism or is incorrectly referenced, the assignment will not be marked.
 - ✓ Students must not commit any form of misconduct. By misconduct, we mean impersonation, collusion, falsification, plagiarism or duplication (please refer to our Academic Misconduct Policy).

If you do not understand what any of these terms means, you should ask your tutor to clarify them for you.

Assignment`s Submissions

- a) The required assignments must be submitted at the end of each term, or you may have to redo the term which may incur a charge.
- b) To be eligible for graduation, students must have passed their assignments or examinations. If you have not passed them all, you may only be eligible for unit certificates rather than receiving the full award for the course you have completed.
- c) Student should note that some of their assignments will require them to provide oral presentations that have to video recorded. These recordings will not be shown to anyone without permission apart from key internal and external staff for assessment purposes. The Exams Officers, College Assessors, Internal Verifiers and External Verifiers.

Attendance

- a) 80% attendance is expected from all the students.
- b) Students wishing to defer their first term due to serious personal reasons or illness, may be permitted. Please see the terms and conditions for more details.

Please note for international students: In case you break the rules and miss 10 consecutive classes the following may be applied:

- a) Your termination of admission to the College
- b) College will report you to the UKVI as per their rules of migrant reporting
- c) If you have taken a council tax letter, College will inform the Council about your withdrawal from the College
- d) If you have submitted a letter to the bank for the account, College will inform the relevant bank of your withdrawal at the College.

18.13 Appendix 10: Section F: Terms and Conditions

Important Notice

The Terms & Conditions together with the student`s handbook constitute the entire agreement between the parties and shall supersede any and all promises, representations, warranties, or other statements, whether written or oral, made by or on behalf of one party to the other, of any nature whatsoever or contained in any leaflet, brochure, or other document given by one party to the other concerning such subject matter. Any reference to “the College” refers specifically to Oxford Business College UK Ltd.

18.14 Appendix 11: Section G: The Application Process

Rate questions on a scale of 1 to 5.	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
	1	2	3	4	5
The website was accessible and user friendly	<input type="checkbox"/>				
The website was easy to navigate	<input type="checkbox"/>				
I was able to find all the information I needed	<input type="checkbox"/>				
The course information was clear and helpful	<input type="checkbox"/>				
The style of the website was attractive to you	<input type="checkbox"/>				

18.15 Appendix 12: Section H: Declaration

I agree that I have received sufficient information regarding my chosen course and that the information supplied above is true and accurate. I have read and understood:

- (1) College's academic rules
- (2) Examination rules
- (3) Terms and Conditions.
- (4) Immigration Rules (Applicable to International Students) I agree to adhere to all the College rules.

Signed: _____

Name: _____

Date: _____

18.16 Appendix 13: Learning Agreement

The learning agreement is a ‘partnership’ between you, the student, and Oxford Business College as your assessment centre.

To help you understand the roles and responsibilities of each party during the learning process, could you please complete the following form:

Programme of Study:

I agree to:

- abide by Oxford Business College Rules and Regulations. be responsible for my own learning.
- attend all the classes at the College.
- take responsibility for recording my common skills grades.
- Allow OBC staff to video record me giving oral presentations for assessment purposes only
- retain copies of the assignment and common skills feedback sheets.
- submit my own work and not plagiarize the work of others.

Signed:.....

Date:.....

We at Oxford Business College, agree to:

- give you advice and guidance regarding all aspects of your programme of study.
- provide you with the necessary learning and resource materials to enable you to undertake the learning process.
- give you regular feedback via the tutorial system regarding your progress on the course including assessments and common skills.
- respond to queries within 48 working hours.
- return graded assignments to students within four weeks of the official submission.

Signed:.....

Date:.....

18.17 Appendix 15: Exit Form

Oxford Business College Exit Form

Students withdrawing from the Oxford Business College must complete and submit this form to the Admissions Office confirming that their students record are clear before exiting the College.

Complete the following personal contact information:

Full Name: _____ Programme: __ Address: _____ Email: _____

Reason for withdrawal:

Financial		Military		Transfer to another school	
Medical Personal		Employment		Other ()	

**If you are a visa-sponsored student transferring to another institution in the UK please send your acceptance letter to the Admissions Officer via email (admissions@oxfordbusinesscollege.ac.uk) within 7 days of your withdrawal date.

***If you are a visa-sponsored students withdrawing from a course and wishing to go back home you must submit the flight ticket to the Admissions Officer via email (admissions@oxfordbusinesscollege.ac.uk) within 7 days of your withdrawal date.

Effective date of withdrawal: __/__/____

Please visit the following departments to make sure that all your records are clear and get their signatures.

Bursar’s office

Signature.....

Date: __/__/____

<p>Feedback</p>

18.18 Appendix 16: Complaint and Appeal Form

Oxford Business College

Undergraduate Admissions Complaint and Appeal form and procedures:

Before you can complaint or appeal, you are required to complete the complaints or appeal form. This is so we can be sure that we have the opportunity to deal with your complaint or appeal. Please submit all the documents required with this form to allow us to make a correct decision.

Section 1 Your details

Gender

Title:

Surname:

First name:

Other names:

Occupation:

DOB:

Address:

Mobile:

Email:

Course information

Course you are/were registered: _____

Type of course (please tick):

Undergraduate Postgraduate

Foundation degree Short course

Are you registered (please tick)?

Full time Part time other: _

Start date of the course __/__/____

End date of the course __/__/____

Tuition fees paid £ _____

How are you categorised by College for fee purposes: Home/EU International

Are you receiving assistance towards the payment of your fees by (please tick)?

Student Loan Parental contribution/self -fundedEmployer other: _

Current academic status (please tick):

Prospective student Student

Completed course Withdrawn from the course

Your complaint - Please give a brief summary of your complaint:

Section 4

Declaration

I confirm that I am the student making the complaint, I agree to the above and confirm that I believe the facts stated in this application are true.

Signature: _____ Date: _____

Section 5 Documents enclosed

Please do not send original documents.

We recommend that you send copies of all documents and keep the originals for your records. Copy of your relevant documents

Copy of relevant communication between you and the College
Any other relevant documents
Please keep a copy of this form and please return the completed form together with the supporting documents to: admissions@oxfordbusinesscollege.ac.uk Or Admissions department
65 George Street
Oxford
OX12BQ

Further notes about the complaint or appeal procedures:

Once you have completed the complaint or appeal form, please allow us 14 working days to review your case and get back to you.

If you are a prospective student, please email or send us your complaint with the first week of receiving any correspondence from us or any decision letter.

All the information provided will not be shared with any third party unless we have your authorisation to do so.

Oxford Business College follows the Equality and Diversity Act 2010

18.19 Appendix 17: Application Process

Application process for EU students

EU students, including UK nationals, can apply to the Oxford Business College without a visa.

Steps

- Online application forms to be filled by all students for all courses:
<https://www.oxfordbusinessCollege.ac.uk/apply/apply-now/>
- Documents to be sent via email, post or fax to the admissions team; degree/transcripts, one academic or professional reference & relevant pages of passport copy. All documents must be in English and accompanied by the original translations which must be attested and undertaken by an official translator including the details of the company, details of the translation and the contact details of the translator.
- Once the documents have been received a member of the admissions team will provide the student with an offer letter
- All students are interviewed. Where a student is from overseas the interview will, wherever possible, be undertaken by Zoom. If Zoom is not available the interview will be undertaken by telephone.
- A payment plan will be finalized with an Admissions Officer.
- Once the deposit and registration fee have been made the admissions team will provide the student with an enrolment letter.
- The College will remain in contact with the student regarding such matters as their induction until their start date at the College.

18.20 Appendix 18: Scholarships

The Oxford Business College Scholarship programme is designed for students who are high academic, sporting or vocational achievers. The programme has been launched to help ambitious students who have already proven themselves in a competitive or academic field. We will also consider strong candidates unable to support themselves financially for our scholarship if they can demonstrate a history of high achievements.

Eligibility and Application process

1. An applicant must meet the basic entry requirement to the course.
2. Scholarships are considered on all our programmes.
3. Request to be sent to admissions@oxfordbusinesscollege.ac.uk along with a 500 word essay outlining “my greatest achievement” and a 500 word essay outlining “why you should be the Oxford Business College Scholar student”.
4. Any scholarship applicants will also have to complete the college's standard application process.

Time frame

1. The applicant has to request the Scholarship at least 1 month before the term starts.
2. The decision will be received by the applicant in maximum 1 week after we receive his request and it is discussed in common accord with the academic and financial department.

18.21 Appendix: 19 Bursaries

The Oxford Business College Bursary programme is designed for students from a low income background, or for students having to support themselves financially through their studies with us. The programme has been launched to help highly motivated students who may not be able to achieve their academic potential without our support.

Eligibility and Application process

1. An applicant must meet the basic entry requirement to the course
2. Bursaries are considered on all our programmes.
3. Request to be sent to admissions@oxfordbusinesscollege.ac.uk along with a 500 word essay outlining “why you would like to study Business at the Oxford Business College” and a 500 word essay outlining “why you should be considered for one of the College's Bursaries”.
4. Any bursary applicants will also have to complete the college's standard application process.

Time frame

1. The applicant has to request the Scholarship at least 1 month before the term starts.
2. The decision will be received by the applicant in maximum 1 week after we receive his request and it is discussed in common accord with the admissions and financial department.

Procedure

Request for Scholarship and Bursary is first assessed by an Admissions Officer. The recommendation from the Admissions Officer goes to the Registrar.

The Registrar will take a decision after consultation with the Principal or Head of Finance.

18.22 Appendix: 20 Delayed Enrolment Letter

Dear (Name of Student)

The College is unable to complete your enrolment until you are able to provide the following documents and/or information:

.....
.....
.....

As we believe you will soon be able to provide the required missing information, we are prepared to allow you to attend classes for the course you have applied. This is so that you do not miss an important part of your course due to the delay in obtaining the required information. This decision will be reviewed on the following date

On this date if you have not been able to provide the required information, the College may have to terminate your studies.

Whilst you are attending classes without being fully enrolled, the College is unable to register you with the Awarding Body Edexcel. The College has taken this decision independently of the Awarding Body.

Regards

Head of Academics