

## Student Enrolment Policy

### INTRODUCTION

The UK College of English (UKCE) is committed to ensuring that appropriate enrolment procedures are in place to support individuals in becoming students at the College. This is to ensure that the College's vision, values and objectives are achieved. It is the College's aim to implement, maintain and monitor enrolment procedures to ensure the successful admission of individuals as students to the College.

### PRINCIPLES

As a general principle and, in so far as practicable, having regard to the College Student Enrolment Policy, individuals who apply will be enrolled in accordance with the criteria below, provided there is space available.

- UKCE will ensure that all data collated during enrolment will be confidential and, where necessary, be shared on a need-to-know basis, prior to discussion with the relevant individual.
- UKCE will ensure that applicants are not admitted to the College unless their abilities, aptitudes and qualifications are commensurate with the requirements of the course.
- UKCE will ensure that any significant change in course arrangements is communicated to the prospective student.
- The enrolment of students at the College is consistent with The British Council guidelines.
- This Policy includes the re-enrolment of existing students.
- UKCE offer a continuous enrolment programme, which means that Students may start a course any week of the year.

UKCE reserves the right to refuse enrolment of an individual on the following grounds:

- An applicant that has an unspent criminal conviction that poses a danger to College staff, students and visitors.
- If an applicant will endanger the College's duty of care to staff and students as assessed through the College's risk assessment procedure.
- Specific physical, medical, social or curriculum needs which the College is not safely able to meet.

UKCE reserves the right to refuse a student entry to a course due to:

- Resource limitations
- Student numbers
- Course viability
- Outcome of a risk assessment, and where appropriate, will advise on an alternative programme of study.

## OBJECTIVES

The objectives of this Policy are:

- To ensure that students are placed in the correct course and level.
- To hold an open and transparent enrolment procedure whilst ensuring protection issues are paramount and its duty of care to both staff and students.
- A commitment to equality and diversity.
- To provide an enrolment procedure where individual learning needs are identified, and effective support mechanisms are in place.

## CONFIDENTIALITY

All student enrolment matters are dealt with due confidentiality. Any inappropriate disclosure of information relating to student enrolment may result in disciplinary action in accordance with the Disciplinary Policy and Procedures.

## CONDITIONS OF ENROLMENT

When enrolling at the College, prospective students are required to do the following:

- Student registration form, which includes next of kin and medical information
- Agree to Terms and Conditions
- Provide copy of passport, where relevant
- Provide copy of visa, where relevant
- Induction
- Level test

UKCE reserves the right to grant or refuse admission to any candidate for any reason deemed suitable.

The amount of fees mentioned on College documents and website do not cover registration fees, exam fees, accommodation or other living expenses of the student in the UK.

Once an individual has been enrolled as a student at the College, payment should be made before the start of their course.

## STUDENT ENROLMENT PROCEDURE

**Students can enrol online or in school:**

**In school:**

1. The student chooses the number of weeks he/she wishes to study, and sets start and end dates with a member of the sales team.
2. The student will be told about additional charges for putting courses on hold and buying books before any payment is made.
3. The student fills out a registration form, which includes next of kin and medical information.
4. If the student is doing the registration at the college, a member of the reception staff scans the student's passport or ID card and any visas and uploads it to the database, where relevant. If a student registers online or via one of our partners, their passport will be scanned, where relevant, on their first day.
5. The student will then be sent a welcome email which includes a link to the student handbook, information about their first day and a timetable of their induction.

### Online

1. The student chooses the course, when to start and how long he/she wishes to study.
2. They choose their course based on their level. Students are encouraged to take the level test if they're unsure of their level.
3. They book and pay online via typeform and stripe. Typeform will record their contact details: full-name, phone number and email address.
4. All additional charges such as enrolment fee and books are listed on the website.
5. This student will receive an email with the full registration form, which includes next of kin and medical information. This welcome email will also include a link to the student handbook and information about their day and induction.

### First day

1. Students will complete a needs analysis on their first day.
2. On the first day of the student's course, he/she must report to reception. A member of the Academic team checks their passport and gather any missing information. A member of the academic team then carries out a face-to-face induction, during which all new students go through important parts of the student handbook and any necessary information for them. This includes relevant information on policies and procedures, a college tour, resources and materials, etc.
3. At the end of the induction, the student has their placement and speaking test to make sure the level they chose is the correct one. The Academic Registrar then classes the student in the relevant class.
4. Once the student has completed the induction, he/she will be issued with a student ID card with his/her name, student number, expiry date, and the 24- hour emergency contact number of the college.
5. Once the classing is done for all new students, the teachers are sent a list of the new students. Teachers are also sent a list of trials every week so that they know of any trials joining their classes for the following week.

### Trial lessons:

1. Trial lessons can be booked for Tuesday, Wednesday and Thursday.
2. Trial lessons must be booked at least one day in advance in order to give notice to the teacher.
3. If a trial student wishes to book a course, they can register to join the class on the following Monday.
4. All trial bookings are done online via the website

### Speaking Test

After their placement test, students will also undergo a speaking test in order to help ascertain their correct overall level.

The test can **only** be carried out by **qualified EFL teaching staff**. This will be the Head of Academic Delivery, the Academic Registrar, Academic Manager or a member of the teaching staff.

The speaking test is standardised in order for the same questions to be asked to each student. The questions are divided into five groups of five to cover the levels from A1 (Novice) to C1 (Scholar B). Students wishing to take **IELTS** or **CAE** (Cambridge Advanced Examination) should be at least B2 level.

### Teachers' Responsibility

Teachers only allow a student into their class if:

- The student is on the register or
- The student has been escorted to class by a member of staff.

### Student Attendance Policy

#### INTRODUCTION

Attendance is a key component in student retention, progression, and achievement. Regular attendance and academic achievement are closely linked. UKCE recognises the investment that students and their sponsors make when a student enrolls in a course and believes that, as a responsible institution, it has a duty to monitor attendance, and to act on non-attendance, to ensure students are supported to complete their course of study successfully.

Students are required to arrive on time for classes and remain for the duration of the teaching session. Late arrival at, and early departure from, teaching sessions is disruptive, discourteous, unprofessional and unfair to other class members and tutors. The teacher has the right to refuse admission to students who arrive late and to refuse early exit from class.

All students are required to maintain an 80% attendance record. Unsatisfactory attendance includes failure to attend lessons on a regular basis without providing a satisfactory reason to teachers for absence. It also includes repeated late arrival at, or early departure from classes. Unsatisfactory student attendance is governed by the procedures described below.

Any student who, in UKCE's opinion, has poor attendance may be suspended or expelled, whether or not their attendance is related to their visa status.

### Late students

1. Any students who arrive later than 10 minutes to class will be sent to the UKCE office on the first floor by their Teachers, if they have not already been intercepted.
2. The student will need to report to reception where a member of the UKCE team will check their reasons for being late and where necessary, check for any disruptions on the [www.tfl.gov.uk](http://www.tfl.gov.uk).
3. If they are late for a valid reason and having checked with the teacher that it is not disruptive to the class, students will be allowed to enter their lesson.
4. If students arrive 15 minutes or later after the start of the lesson, they will not be allowed to enter class, no matter the reason or even if they have telephoned. Instead, they will be asked to wait until the next lesson begins. Students are not allowed to make up lessons missed.
5. If students are late on more than 2 occasions in one week, they will be sent an email about their absence on a weekly basis from the Academic Manager asking for an explanation and to improve their attendance.

### Register records

1. Registers are prepared through Class System online by the Academic Registrar every week. All students' ages are on the registers so that the teacher can clearly see any under 18-year-olds.
2. Registers are completed by teachers by the end of every class. It is their responsibility to fill in the register according to the following key: '✓' = Present, 'U' = Unauthorised Absence, 'L' = Late, 'A' = Authorised Absence.
3. Registers are examined every Monday for the previous week by a member of the Academic Management Staff and emails are sent to students if their attendance is lower than 80%.

## Care of under 18s

UKCE only accepts under-18 students as part of a closed group. U18 students must sign in at reception before the start of their class. If they do not sign in and they are not in class, then reception will try to contact them. Failing that, they will contact their Group Leaders/ parents/ legal guardian/ homestay host to find out where they are. When a student under the age of 18 years is going to be absent, the Group Leaders are required to inform UKCE of the student's absence by way of a telephone call and email 24 hours beforehand.

If an U18 student is late, and the reception has not come to find the student, then the teacher must inform reception who will then confirm the student's whereabouts via a telephone call to the Group Leaders or homestay hosts.

## REPORTING ABSENTEEISM

Absenteeism is characterised by two circumstances: (1) **foreseen absence** and (2) **unforeseen absence**.

### 1) Foreseen absence

If students request a leave of absence, students are required to inform UKCE 5 working days in advance by completing a holiday request form, which is on the website. They can also email [info@ukenglish.org.uk](mailto:info@ukenglish.org.uk) or [admission@ukenglish.org.uk](mailto:admission@ukenglish.org.uk). Their holidays will be recorded on our Class System.

Absence from school during time taken off as holiday entitlement will not affect their attendance record. If students take an unauthorised holiday, they will not be able to use the time taken at the end of your course.

The school is normally closed for two weeks over Christmas (this holiday will be deducted from their holiday entitlement). They must use their holiday entitlement when the College is closed. The school is also closed for bank holidays, but students do not lose attendance on these days.

Student holiday entitlement is as follows:

- 1 to 12 weeks – no holiday entitlement
- 13 to 24 weeks – 4 weeks' holiday
- 25 to 44 weeks – 8 weeks' holiday

## 2) Unforeseen absence

If students are absent due to illness or any other personal reason, students are required to inform UKCE on the day of the absence or as soon as possible by way of a telephone call and/or email. Other than in exceptional circumstances, absence should be reported by the student and not through third parties.

Upon receiving communication from an absent student, the reception will inform the relevant teacher of the student's absence. The relevant teacher is then required to reflect the student's absence in the class attendance immediately.

In the case of unforeseen absence due to exceptional circumstances, such as bereavement, students are required to inform reception staff as soon as reasonably possible either by phone or email.

### PROCEDURE

If a student is absent for:

**2 consecutive days in 1<sup>st</sup> week** = A member of the Academic Management Team will email the student to find out why the student was absent.

#### 1<sup>st</sup> week absence email TEMPLATE

Dear [Student Name]

I hope you are ok.

We understand you were not able to attend some lessons last week. Since we have not heard from you, I am just writing to ask when you will be able to return to class.

Please contact us as soon as possible. Remember, it is very important to attend your lessons regularly in order make progress in your course and receive your certificate at the end.

We hope you to hear from you soon.

Kind regards,  
[Academic Counsellors Name]

**2 consecutive days in 2<sup>nd</sup> week** = The Senior Teacher (Acting Academic Counsellor) will send another email to the student detailing their absence and procedure.

2<sup>nd</sup> week absence TEMPLATE

Dear [Student Name],

We hope you are ok and enjoying your course.

I have noticed you have missed some lessons on [Absence date 1], [Absence Date 2], [Absence Date 3].

Your attendance is below 80% this week. Please contact us to give us a reason for your poor attendance. If your attendance does not improve, we will not be able to give you certificate or any other documents at the end of your course.

Please contact us as soon as possible to explain your absence. If we do not hear from you and you do not attend your next class, we will call your emergency contacts. If you do not come to your lessons for more than 10 consecutive days, your class may be cancelled.

We understand that many of our students are very busy with their jobs and families. If it is difficult for you to attend your lessons, please speak with us and we will try to help you find a solution.

We hope to hear from you soon.

Kind regards,  
[Academic Counsellors Name]

It is at the discretion of UKCE whether or not to allow a student to re-join the class. If a student claims that his/her absence was due to illness, a medical certificate from an NHS practice or a practitioner must be given. A copy should be saved in the student's profile on the database.

An arrangement can be made if the student can provide a valid reason for absence:

- work commitments (visa-providing and a 1-week notice is required)
- Illness (medical certificate)
- relative's illness (medical / death certificate)

These students will not receive an end of course certificate, due to the fact their progress cannot be monitored with limited attendance.

However, a letter can be issued, stating the course dates, type, level, and attendance rate.

**Continuous Absence**

Any student who is developing a pattern of absence, or who misses several consecutive days of school is treated in the following manner:

1. First Academic Manager email warning (see above)



2. Second Academic Manager email warning (see above)
3. **Verbal Warning** - Meeting with Academic Counsellor/s (N.B. in certain circumstances, a final verbal warning may be issued. If a welfare issue is raised or suspected, the Welfare Officer is advised and kept updated.)
  - For any welfare issue, a note is made on the student's record on the database.
4. **Written Warning** - Continued absence for no valid reason means a second visit to the Academic Counsellor/s a written warning.
5. **Final warning and possible expulsion from the school (no refund)** - Continued absence means a third visit to the Academic Counsellor/s or Head of Academic Delivery, who will discuss the matter with the Chief Executive, after which a final warning letter is sent, followed by dismissal if bad attendance continues.
  - A formal dismissal letter is then sent out and the student leaves the school that week.
  - No refund is given to students who are dismissed from the school in this way.

### Asking a student to leave the course

Students may be asked to leave the course for the following reasons:

- Lack of Attendance (see above). This applies to all UKCE students, no matter their visa, including Tier 4, SVV/ESVV, EU/non-EU.
- Abusive Behaviour (see *Dealing with Abusive Behaviour Policy*).
- Damage to school property / Anti-social behaviour / Criminal Activity.
- Not abiding by all rules relevant to student's stay in London (both U18s and above).

### CANCELLATIONS

Cancellation by students or their representatives must be made to the College in writing.

Students have a right to a "cooling off" period within which they can cancel their booking for any reason. This period begins once their booking is accepted, and they have received their booking confirmation. The period ends at the end of 14 calendar days after that date.

Students cancelling as a result of a visa refusal after the cooling off period are required to give the College notice. Any tuition paid will be fully refunded, except for a £600 visa deposit.

Should a student be removed from a course due to disciplinary issues, there is no refund of tuition fees in such circumstances, and any unpaid fees become payable immediately.

Related documentation: **Terms and Conditions**

## ACCOMMODATION FEES

Stays must begin and end on Saturdays or Sundays, and bookings are charged for a full week (7 nights) as standard.

The period of accommodation is for a fixed period and students, parents, legal guardians, or agency representatives will continue to be liable for the accommodation fees, and any catering costs, if applicable, during the entire period of the stay.

UKCE will send notice of accommodation fees by way of an invoice.

Accommodation will be confirmed when full payment has been made. All payments are to be made to UKCE directly and not made to accommodation providers. Once payment has been confirmed, any alterations and/or cancellations may be made with at least a 4 weeks' notice. All payments must be made in pounds sterling (GBP) as all payments are invoiced in UK pound sterling.

The Homestay agencies that we work with are British Council accredited.

## CANCELLATION OF ACCOMMODATION

In all cases (Visa Refusal/Non-Visa-Refusal and any other cases) cancellation, postponement or curtailment of stay, notice must be received at least 4 weeks prior to arrival. For those cases in which notice has been received by less than 4 weeks prior to arrival, students will be charged for 4 weeks plus an accommodation booking fee.

Related documentation: **Terms and Conditions**

*Reviewed on 23<sup>rd</sup> June 2023. Reviewed annually or more often as required.*