

TITLE:

Curriculum Planning, Admissions and Course Cancellation SOP

Summary of Contents:

This Standard Operating Procedure outlines the process the College will follow to ensure a consistent approach to curriculum planning, admissions and enrolment of students into the College. It also sets out the criteria for merging, relocating or cancelling courses.

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Responsible Owner:

Director of Learning and Customer Support

REVIEW INFORMATION

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*089-01-2014 Curriculum Planning SOP
128-04-2014 Online Course Descriptors SOP
183-05-2015 Admissions SOP
109-03-2014 Enrolling Students under 16 yrs SOP
085-01-2014 Third Party Enrolments SOP
088-01-2014 Cancellation and Merging of Classes SOP*

1.0 Background

The purpose of this Standard Operating Procedure is:

- To ensure a consistent approach to the curriculum planning, course set-up and admissions and enrolment of full-time students.
- To give guidance to staff on the course set-up process.
- To ensure that high quality public information is provided on the College website in a timely and accurate fashion.
- To advise staff on the application of the full time student admissions procedures to ensure equity and fairness for all applying students.
- To ensure that the integrity of the College knowledge management information system (QL) and the Online Application/Enrolment portal are maintained and identified as the only source of accurate student information.
- To give guidance on the acceptance and enrolment of a student under compulsory school age i.e. under 16 as at 1 July, in the South Eastern Regional College. This is outside of and separate to the College's Schools Partnership Provision.
- The purpose of this SOP is to give guidance to all staff on the enrolment process for a student who enrolls with the College via a third party. Before any agreement or contract is reached with a third party, a service level agreement, approved by College solicitors, will be created for situations where curriculum is supported or provided through third parties. Please refer to SOP - Arrangements with Third Parties.
- To give guidance on the cancellation, merging or relocation of full and part-time classes on the occasions when this is necessary due to enrolments falling below specified minimum class sizes.

2.0 Communication Plan

This SOP will be posted on the staff intranet.

3.0 Review

This procedure will be reviewed annually or sooner to reflect any changes in processes.

4.0 Scope

This procedure applies to all staff in relation to FLU funded, work based learning, school partnerships and business services courses.

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3.0 Curriculum Planning and Course Set-up Process

3.1 Curriculum Planning Process

The South Eastern Regional College provides part-time (PT) and full-time (FT) courses across a range of curriculum areas ranging from level 0 through to level 6. It operates across four main campuses Bangor, Newtownards, Lisburn and Downpatrick as well as a range of out-centres such as Newcastle, Ballynahinch and Holywood.

The College must operate within the allocated funding provided by the Department for Employment and Learning (DEL) for a large range of courses which, Further Education (FE) (levels 0-3), Higher Education (levels 4 -6) and Essential Skills. All of this provision must operate within the FLU allocation by the Department. The FLU bid submitted by the College in February is considered by DEL and an allocation awarded in June for the following academic year (September – August). Work-based learning is separately funded.

The Curriculum Plan is revised each year and examines the current range of provision and determines whether it is suitable for continuing or phasing out in the next academic year. It also examines whether new areas should be introduced to the College or extended to a new campus.

The College has four main funding streams which are categorised as follows:

FLU Funding

- Higher Education
- Further Education
- Essential Skills

School Partnerships

These are provided by SERC for pupils of post-primary schools and paid for by the schools.

Work Based learning funding

- Training for Success;
- ApprenticeshipsNI;
- Youth Training Pilots;
- Apprenticeships Level 3 pilots;
- Higher Level Apprenticeship pilots;
- Steps 2 Success; and
- Into Work Training Support.

Business Services

These include DEL funded programmes and full-cost recovery programmes provided to employers.

3.2 Course Set-up Process

- (i) The Curriculum Planning process drives which full and part time FE, HE and work based learning courses will be offered in the following academic year. This process takes into account funding provision; new equipment and facilities; course performance; industry demand; and DEL policy.
- (ii) All course provision must be agreed with the Director of Curriculum and Information Services by Heads of School, Head of Training, Head of School Partnerships and

Director of Corporate and Economic Development for Business Services courses. The planned course provision must be consistent with SERC Curriculum Plan, budget and DEL policies.

- (iii) HOS/AHOS devise and agree the accredited content of any entirely new courses to be set up and ask the Head of Exams to seek course approval from the relevant awarding body.
- (iv) School Support (or HOS/Principal Lecturer) submits a [Course Static E-Form](#) request E-form which is forwarded as part of the electronic work flow to MIS. Business Services should also request School Support to set up a course in line with the Curriculum Plan and provide the details required such as funding source, fees, exam and invoicing arrangements.
- (v) MIS sets up the Course Static code (and where necessary the Programme Static code) and return this to the School/originator of the request within 3 days. (A Programme Static code and a Course Static code should be created unless the course is to be linked to an existing Programme of Study. It may be necessary to contact the creator of the e-form to get clarification).
- (vi) On receipt of code(s), School completes a [Programme Session E-Form](#) which details course specifics. Once approved by HOS, this is forwarded to MIS.
- (vii) MIS workflow on QL creates Session Code (programme, course, module, exams fees etc) and uploads course session onto website (at next scheduled update), notifying School. On QL, Timetabling then allocates room and creates the e-Register.
- (viii) The School completes the Course Descriptor. Once the course descriptor is created, the course is 'live' and will allow enrolment. Course descriptors can be updated/amended by Schools at any time.
- (ix) Marketing use information from QL (course lists, session information, fees and descriptors) to develop the prospectus. Testimonials are collected by Marketing, who liaise directly with lecturers.
- (x) Course leaflets may be produced by Course Teams, using the templates within the Communications Toolkit on the Communications and Marketing Team Site.
- (xi) Course Co-ordinator will sets up MOODLE site for accredited courses.
- (xii) Courses rolling over to the next academic year are managed by MIS, who provide HOS with a list of current courses from which they select those to roll over
- (xiii) When a course has not run for 2 or 3 years, it should be removed from the website. Schools must request MIS to amend Course Static to remove from the website and should be done annually in line with the Curriculum Plan.
- (xiv) Course amendments or cancellations are managed by School Support on behalf of the HOS. E-Forms are forwarded to MIS for processing.
- (xv) Feedback from Customer Services, HOS, Head of Training, Head of School Partnerships and Director of Corporate and Economic Development will inform the Curriculum planning process.

3.3 Course Descriptors

Course descriptors must detail all entry criteria pertaining to each individual course. This entry criteria will include academic criteria and will specify any other pre-entry requirements i.e. skills test/auditions/advice and guidance. Where a course requires a valid Access NI certificate, this information must be included in the course descriptor information.

The course descriptor must also denote what will form part of the selection process.

Communications and Marketing use the information to promote courses. Courses will not be promoted unless a course descriptor is available online – this avoids confusion and customer inconvenience at enrolment periods.

3.3.1 Creating and Maintaining Descriptors

School Support Officers (SSO) liaise with HOS/AHOS to create, approve, upload and maintain online course descriptors using the Course Descriptor App. At key times through the year (shown below) course descriptors will be reviewed and updated and/or new courses will have descriptors created. Training is provided by the Communications and Marketing team for new staff members or to existing staff on request.

Area	Timing
Full time Higher Education	By end October
Full time Further Education & Training For Success	By end January
Part time courses – September start	By mid April
Part time courses – new year start	By November
Business courses	As required

3.3.2 Quality Monitoring for Descriptors

A member of the Marketing Department will monitor the overall quality of course descriptors in relation to:

- Presence of course descriptor for all live courses
- Completion of all fields in the descriptor
- Grammar/spelling
- Match with exemplar/template
- Readability/appropriate for customer

Where quality issues arise, the Marketing Department will liaise with SSO staff to address these. Higher Education course descriptors will be approved by the Head of QED to make sure they are in line with QAA standards.

A template and exemplar will be kept by the Marketing Department, which may change at times to ensure that there is a true reflection of the SERC learning experience.

Quality checks will take place as per schedule below:

Area	Timing	% checked
Full time Higher Education	October & February	50%
Full time Further Education & Training For Success	January & June	30%
Part time courses – September start	May & June	30%
Part time courses – new year start	December	30%

The Marketing Department will work with SSOs to improve quality where issues arise.

3.3.3 Use of Descriptors for Customer Queries

Customer facing staff providing course information and guidance will use the course descriptors in the first instance. This will help to manage the number of calls/queries transferred to academic staff and will provide instant information for the potential student.

The Senior Customer Services Officers and the Head of Pastoral Care will provide feedback regarding the content of descriptors and highlight any opportunities for improvement.

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4.0 Procedure for Admissions

4.1 Advertising and Promotion

All full time courses are advertised on the College website. All pre-entry requirements are included in College advertising and promotion.

Advertising is through the appropriate College media e.g. prospectus and/or website

4.2 Recruitment

The College wishes to engage with prospective students from all geographical areas. College representatives will participate in local Careers Events, School Visits, Open Days and Evenings, Interview and Enrolment Events and all internal recruitment activity as appropriate.

The Special Educational Needs and Disability (Northern Ireland) Order 2005 (“SENDO”) prohibits discrimination against disabled students and prospective students by schools and institutions of further and higher education. It introduces the duty not to discriminate against disabled people or students to further and higher education institutions. The area of student admissions is specifically covered by SENDO. It is unlawful for the College to discriminate against a disabled person: in the arrangements it makes for determining admissions or enrolments to SERC; in the terms on which it offers to admit or enrol a person; and by refusing or deliberately omitting to accept an application for admission or enrolment

SERC welcomes applications from learners with learning difficulties and/or disabilities. In specific circumstances a learning difficulty or disability may prevent a learner from enrolling on a specific course. In such cases the College will provide advice and guidance in finding an alternative programme of study linked to a career pathway. SENDO requires that SERC will make reasonable adjustments to ensure support for any applicant with learning difficulties and/or disabilities to assist them in the admissions and enrolment process and in the progression and completion of their studies. The duty to make reasonable adjustments is an anticipatory and a reactive duty owed to all disabled people and students. SERC does not make adjustments to the minimum entry criteria/competence standards.

Examples of reasonable adjustments could include:

- **Sitting admissions tests & exams**

The College insists that all potential students sit a basic Mathematics test before being admitted onto a particular programme. The test lasts an hour. A disabled person applies for the course. She has severe back pain when sitting still for long periods and needs to be able to get up and move around. The College arranges for her to sit the test in a separate room and for a longer time so that she can do this. This is likely to be a reasonable adjustment for the college to make.

- **A needs assessment**

A student with dyslexia is accepted on a College course. She is unsure exactly what support she will need. The College arranges for her to have a needs assessment to make appropriate adjustments for her. A needs assessment is the first stage in assessing and meeting the needs of a disabled student. This is likely to be an initial step for the College to make in the provision of reasonable adjustments for the student.

4.3 Application Process

Applicants to full time Further Education, Higher Education and Training for Success courses will access the Online Application portal via www.serc.ac.uk where they will create an account using a personal email address.

All applicants should complete all mandatory fields on the Online Application form. Applicants to full time courses have the option to select up to four course choices. Receipt of completed online application will be acknowledged via e-mail.

Student interview dates are agreed with Director of Curriculum & Information Services, Heads of School, Senior Admissions Officer and Marketing Department. Student interviews are referred to as Advice and Guidance sessions.

Student interview dates are published internally and externally.

Applications received by an agreed submission date are invited via email for interview by the School Support staff using the Online Application portal. School Support will inquire if the applicant requires any reasonable adjustment to be made to the interview process as a result of a disability. If the applicant does request this then Learning Support and the course tutor will liaise to ensure suitable arrangements are made. There is no requirement under SENDO to make a reasonable adjustment to the entry criteria set.

Applicants should receive email confirmation of student interview dates at least 5 working days (where possible) prior to the interview.

Invitation to interview should confirm the course details, information on interview date, time, length of interview, venue and any pre-entry requirements. The invitation will also detail any necessary pre-entry assessments/tasks that students must complete PRIOR to interview. The email inviting students to attend an interview session must clearly state whether the session is purely advice and guidance, or whether the interview session will form part of the selection process.

Applications received after the deadline would not be accepted unless due to a valid reason reason e.g. a postal strike.

If no second session of interviews is arranged, applicants are invited in for interview during the August Enrolment period.

4.4 Advice & Guidance Sessions

Where appropriate, applications received before the College deadline, which will be advertised on the College website, will be invited in for an interview/advice and guidance session by the School Support Staff via email through the Online Application portal.

Information regarding the advice and guidance sessions will be clearly documented on the College's website. Where applicable, applicants will be advised in advance of their advice and guidance session of what is required of them e.g. any work they must bring with them or projects that must be completed. The applicants will also be informed in advance of any skills tests that may form part of the advice and guidance session and if this session will form part of the selection process. For Higher Education courses advice and guidance sessions will be mandatory.

All students will have the opportunity to discuss their course options with a College tutor.

Heads of Schools are responsible for the format of advice and guidance sessions and for notifying their lecturing staff. The format of advice and guidance sessions should be set out clearly as part of the course descriptor.

Heads of Schools are responsible for setting the entry criteria for each course and such entry criteria will be advertised as part of the course descriptor.

Lecturing Staff will have access to the Online Application System. They will record which students should receive a conditional offer on this system. This will generate an automatic email to the student giving them details of their conditional offer. This process will be the same for each course and School. The standardised Interview Record Sheet which must be used in all cases is available to view in Appendix 1.

Lecturing Staff will be able to 'early enrol' those students who already meet the entry criteria. Students who are enrolled early will receive email notification confirming their place on the course.

The College operates a standardised interview process whereby clear and rigorous interview questions will determine each student's interest in the course and their understanding of typical career pathways.

Lecturing staff must keep records of advice and guidance sessions. The Interview area of the Online Application provides lecturing staff with a standardised interview record sheet including an area for staff notes which staff should adhere to. Completed interview record sheets should be uploaded to the central SharePoint and made available to students on request.

The Director of Curriculum and Information Services will confirm the time to which conditional offers are valid until on the date the examination results are released. Such offers are conditional upon the applicant achieving the specified grades and a place being available on the chosen course.

4.5 Communication with Applicants

The Senior Admissions Officer will keep in regular contact with the applicants via the email address provided on the online application.

Regular checks will be performed to ensure that up to date information is held for each student.

Any anomalies with student details, must be corrected immediately given that all communication will be via email.

Applicants will be given a separate admissions email address (admissions@serc.ac.uk) where they will email queries to, thus ensuring a timely response.

4.6 Entry Criteria

It must be noted that in all cases, places are conditional upon the student achieving the specified grades, successfully passing any skills test (if applicable) and a place being available on the chosen course. Conditional offers are only valid until 11am on enrolment day *and it is the student's responsibility to ensure they arrive at the College in good time to claim their place* on this date.

Clear and concise entry criteria for each course is advertised on the College website. This must be rigorously adhered to during the course of the interview process.

The over-riding consideration in admitting applicants to any course is evidence that the applicant will be able to complete the course satisfactorily. SERC reserves the right to refuse entry to an applicant deemed not to have sufficiently demonstrated the competency or attributes required to enter and successfully complete the chosen course of study.

Applicants who have already received their examination results, and have attended for interview, can be enrolled to their course of choice, only if:

- They have achieved the course entry requirements
- There is a course place available

Where these criteria are met, the tutor will complete the Online Enrolment and, if applicable, print out the one page signature form which should be signed by the student and retained by the tutor. These signed forms, if applicable, will be returned to the Admissions department. This will be the student enrolled directly onto the course.

All students must produce a relevant form of photographic identification on enrolment. This requirement should be documented on all pre-enrolment correspondence between the College and the student.

For courses which require Access NI clearance, should any issues arise as a result of Access NI checks, the relevant Head of School in conjunction with the Director of Curriculum and Information Services will decide upon the course of action in relation to the student's enrolment status.

SERC reserves the right to withdraw an offer or close a course if there are insufficient numbers of students or lack of sufficient resources to operate the course. In such cases the College will offer careers support and advice to applicants and will assist in finding alternative provision.

The College reserves the right not to admit an applicant who has any outstanding debts to the College.

4.7 August Enrolment Days

Students with conditional offers will be emailed prior to August Enrolment Days and advised to complete their grades online prior to coming to College Open Days.

The categories of students who present on Open Day are:

1. Those who have fully completed their Online Application and have already keyed their exam results onto the system.
2. Those who have completed an Online Application but have not yet keyed their exam results onto the system.
3. Those who have not submitted an online application and are presenting to the College for the first time.

Those who have received a conditional offer should key their grades onto the online system using an internet enabled device and proceed through to the interviewing areas where they will confirm their course choice with a tutor. If accepted onto the Programme, the tutor will complete the Online Enrolment process and the student will sign the pre-printed enrolment form, if applicable, and in turn receive an email confirming their place on the course.

Those who have not been previously interviewed, but have completed an Online Application must enter their grades online and proceed to the interviewing areas. The college will provide an area containing computers to facilitate this. If accepted onto the Programme, the tutor will complete the Online Enrolment process and the student will sign the pre-printed enrolment form, if applicable, and in turn receive an email confirming their place on the course.

Those students who present on Open Day who have never completed an online application should submit a new online application using an internet enabled device. The College will also provide PC access to facilitate this. The student should key all grades attained and proceed to the interviewing areas. If accepted onto the Programme, the tutor will complete the Online Enrolment process and the student will sign the pre-printed enrolment form, if applicable, and in turn receive an email confirming their place on the course.

4.8 Unsuccessful Applications

The College will, where possible, endeavour to find an appropriate course to suit the needs of the student. This may be one offered in the same campus or another level. It could also be at a lower level. Unsuccessful applicants will be encouraged to obtain careers advice to assist with their decisions and discuss options.

Where a student is refused entry to their course of choice, the College will inform the student of the reasons why in writing, via email. The College will also offer an appeals process which is referred to in point 3.10.

The College will offer careers support in such cases and will propose alternative courses that may be more suitable to the applicant.

4.9 Disclosure of Criminal Convictions

SERC has a legal duty of care to protect students, staff and visitors from potential harm as far as reasonably possible and is committed to equality of opportunity for all applicants including those with criminal convictions.

Having a conviction will not necessarily prevent an application from being considered by the College nor will the information disclosed necessarily prevent applicants from studying the course of their choice.

Information about criminal convictions is requested to assist the selection process and will be taken into account only when the conviction is considered relevant to the course of study. Any disclosure will be seen in the context of the occupational area, the nature of the offence and the responsibility for the care of staff and students.

The criminal disclosure process allows for a risk assessment to be completed by the College. This is a separate and confidential process in keeping with Data Protection principles. Any disclosure will be seen in the context of the occupational area, the nature of the offence and the responsibility for the care of staff and students. Applicants will be advised about the outcome of this process separately and as quickly as possible. Where a current/previous conviction may preclude a student from doing a particular course, alternative appropriate courses may be offered. However, if the College becomes aware of a student offence that has not been disclosed, it will review the risk and decide if the student must withdraw from the course (if enrolled) or be prevented from enrolling.

Disclosure forms are available in the [Student Support](#) section of the website, from Customer Services or can be downloaded when completing the Online Application.

The College must be made aware of any unspent criminal convictions. Students must declare all unspent criminal convictions using the [Disclosure of Criminal Convictions Form \(Non Excepted\)](#).

Certain courses (Health and Social Care, Early Years, Accountancy, Nursing Courses, Sports Coaching Courses) require us to consider spent and unspent criminal convictions, therefore in certain circumstances applicants must also disclose spent convictions using the [Disclosure of Criminal Convictions \(Regulated Activity\) form](#). E.g. if there is a placement element to the course involving working with children and/or vulnerable groups.

4.10 Appeals

The College will, where possible, endeavour to find a suitable course for applicants. If for any reason applicants are unhappy with the course they have been offered, or feel you have been treated unfairly, they should make their concerns known to the College. They can do so by completing the 'Your Voice' leaflet. This will be sent through to the Head of School for the course wish they wish to study and the College will have a response issued to the applicant within 10 working days.

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4 Enrolment of Students under the Age of 16

5.1 Criteria for Entry

The Further Education (NI) Order 1997 defines "further education" as:

- (a) full-time and part-time education suitable to the requirements of persons over compulsory school age (including vocational training); and
- (b) organized leisure-time occupation provided in connection with the provision of such education.

The College will not accept students under the age of 16 for full-time courses. Such students can only be accepted in accordance with the School Links Policy. However the College has agreed that it will accept students under compulsory school age for part-time courses provided they meet the following criteria:

- Where the course links to a career aspiration they have and that this cannot be met at their school;
- Normal tuition fee for course will apply;
- Students must be engaged in post-primary education;
- Parent/guardian and lecturer should actively support the student following this course; and
- Must have the written support of the school.

It should be noted that the enrolment form should be signed by the parent/guardian but it is not a requirement that they attend the course.

All staff must abide by the content of the College Policies on Data Protection and the Protection of Vulnerable Groups.

5.2 Enrolment Process – Customer Services

- The enrolment form must be completed and signed by the parent/guardian of the intended student.
- The student must have a letter from their school to confirm that they support the attendance of student.
- This should be attached and retained with the enrolment form.
- The lecturer must be made aware that the intended student is under the age of 16 to ensure acceptance and that the content of the course is appropriate.
- Normal tuition fee, and concessionary fees, will apply.
- Student information is recorded on QL – see Knowledge Management section below

5.3 Knowledge Management

The College cannot claim any funded learning unit (FLU) costs for those students who are under 16, their information must be included on the QL system.

For students who are under 16 on DEL funded courses the Student Course Type needs to be amended to '10' – Cost Recovery. This will exclude these students from FLU funding.

To update the Student Course Type Code on QL4 at Enrolment

1. In 'Enrolment', enter the student on the Programme of Study
2. Click on 'Display Levels'
3. Click on the course linked to the Programme of Study (Course codes are 1 _ _ _ _)
4. Click on 'FESR AOS Details'
5. Amend '(E08) Student Course Type' to 10 for Cost Recovery
6. Save and Close
7. Repeat this for every course linked to the Programme of Study

(E08) Student Course Type:	<input type="text" value="10"/>	>>	<input type="text" value="Cost Recovery"/>
(E09) Mode Of Attendance:	<input type="text" value="09"/>	>>	<input type="text" value="Evening"/>
(E10) Source of Funding:	<input type="text"/>	>>	<input type="text"/>
(E11) Special Learn Disab:	<input type="text"/>	>>	<input type="text"/>

This is not to be confused with Schools Partnerships students who are under 16. They have a specific Student Course Type '20' – Entitlement Framework which applies to this category of provision.

5.4 Academic Staff

Staff should be made aware that a student under the age of 16 has enrolled on their course. This will assist the lecturing in fulfilling the requirements of entry requirement No. 4 and ensure that the course content is appropriate.

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6.0 Third Party Enrolments

Enrolment forms cannot be accepted without:

- (a) The appropriate tuition fee; **and**
- (b) Documentary evidence if the student is claiming a fee concession.

Enrolment forms remain the property of the South Eastern Regional College at all times.

6.1 Enrolment Process

- A member of College staff must be present at each enrolment session.
- A College enrolment form must be completed for each course that the student wishes to attend.
- The enrolment form must be completed, signed and dated by the student.
- If the student is claiming a fee concession, evidence must be provided at the date and time of enrolment.
- Fee concession evidence should be attached and retained with the enrolment form
- Fees are applied in line with the College Fees Policy and Schedule.
- It is a DEL requirement that all enrolment forms are verified by a member of College staff. Vocational enrolment forms should be verified by a member of academic staff, non-vocational forms to be verified by corporate staff accepting the enrolment form.
- Student information is recorded on QLS.
- Enrolment forms are submitted to the customer services area for secure filing and retention.

6.2 Enrolling Officer

College staff must be present at each enrolment session. Enrolment forms must be issued and returned to the member of college staff who is present at the enrolment session. When the enrolment form is submitted, the enrolling officer should:

- Check that the student has completed all parts of the enrolment form.
- If fees are due, write the amount paid at the top of the enrolment form and inform the student that receipts will be sent to the lecturer to distribute. (If a student wishes to pay by credit/debit card they must either enrol by phone or call at a main campus)
- Inform the lecturer that if any additional student joins the class, the lecturer must write their name on the register and contact a member of Customer and Community Services staff who should then contact the student to complete the enrolment process.
- Receipts will be posted to the lecturer for distribution.

Any student, who cannot, for whatever reason, complete the enrolment at that point in time, should be informed that the enrolment process is incomplete and they have not enrolled on that course. Details should be taken by the staff member present to ensure that the prospective student subsequently completes and enrolls for that course.

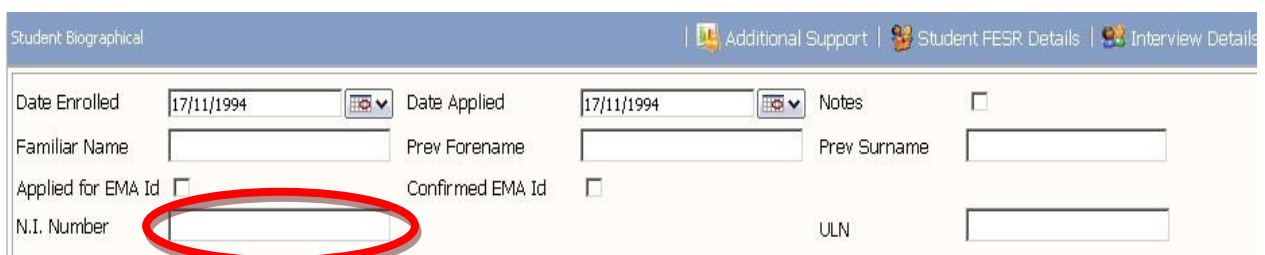
6.3 Knowledge Management

Procedures for enrolling students taking courses through a third party programme are the same as for normal enrolments with two exceptions:

- The student's National Insurance Number has to be recorded
- The student must be flagged as third party

The enrolment form for students enrolling on courses through a third party programme will be clearly marked as third party on QL and their National Insurance Number will be written on the enrolment form. The student will pay normal fees and will be entitled to concessionary fees if appropriate.

The student's National Insurance Number should be recorded in the field 'N.I. Number' in Student Biographical screen.

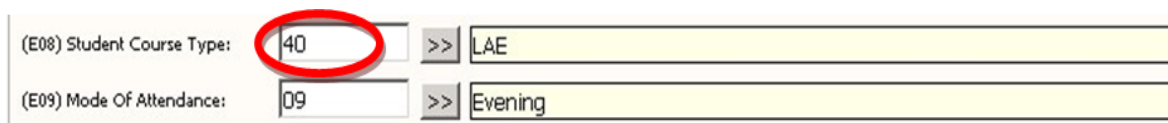


The screenshot shows the 'Student Biographical' screen with the following fields and values:

Date Enrolled	17/11/1994	Date Applied	17/11/1994	Notes	<input type="checkbox"/>
Familiar Name		Prev Forename		Prev Surname	
Applied for EMA Id	<input type="checkbox"/>	Confirmed EMA Id	<input type="checkbox"/>		
N.I. Number				ULN	

The 'N.I. Number' field is highlighted with a red circle.

In order to identify third party enrolments, the student must be flagged. Highlight the Programme being taken by the third party and click on display levels. For each course attached to the Programme of Study, click on Qual Aim (fesr) and amend (E08) Student Course Type to 40 (Learner Access & Engagement only).



The image shows a screenshot of a form with two rows. The first row is labeled '(E08) Student Course Type:' and contains a text input field with the value '40' (circled in red), a '>>' button, and a dropdown menu showing 'LAE'. The second row is labeled '(E09) Mode Of Attendance:' and contains a text input field with the value '09', a '>>' button, and a dropdown menu showing 'Evening'.

6.4 Academic Staff

Academic staff engaged in delivering courses to third party contacts must reinforce that the students are members of the College community. The staff member must complete the class e-register on each occasion the class meets and clearly record any student who does not appear on the class list/register. They must report any additional student details to the Customer and Community Services staff to ensure that the enrolment process is completed.

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7.0 Cancellation, Merging or Relocation of Full and Part Time Classes

There may be occasions when a class has to be cancelled, merged or transferred to another campus(es).

7.1 Prior to Course/Class Commencement

- (a) The College will seek to avoid cancellation of classes that have been advertised in the Prospectus, including online information. However there may be occasions when this is necessary due to enrolments falling below specified minimum class sizes. In order to avoid this, the College will not advertise classes which, should they all run, would require in excess of 105% of total available FLUs.
- (b) At the end of an academic year a review will be completed of the actual hours delivered compared with the advertised hours in the Prospectus. Trends analysis will be completed in relation to courses and schools in respect of the variance between advertised courses and courses that ran in the year.
- (c) Where enrolments for a full-time course do not meet the minimum threshold prior to the commencement of classes in September, then the HOS may cancel the class, following CMT approval. All reasonable efforts will be made to offer alternative full-time courses to applicants. Where there are more applicants than places, priority will be given to those students based on the date of their application as recorded by the College.
- (d) For courses that last for two or more years, the College will ensure that the cohort of successful first year students can continue on the same campus for the second or subsequent years of their course. The duration of courses will be clearly specified in the Prospectus.

7.2 After Course/Class Commencement

- (a) Heads of School (HOS) will specify minimum class sizes in June for the incoming year.
- (b) There are 3 main attendance indicators to determine if a student is “at risk” of leaving the course:
 - i. When a full-time student has been absent for 5 full days
 - ii. When a student has been absent from a particular module for 2 or more classes
 - iii. When a student has been absent from essential skills for 2 or more classes
- (c) Lecturing staff will be required to report their Head of School (HOS) on a fortnightly basis attendance at their School Management meeting on the attendance of classes through the monitoring of e-registers.
- (d) SERC Extra should be involved at an early stage where full-time and HE Part time attendance in any one week fall below the threshold specified by HOS in (a) above.
- (e) Where enrolments fall below the minimum threshold for a period of at least three consecutive weeks then the HOS may decide to:
 - i. Merge the class with other similar classes in the Campus, should such classes be available.
 - ii. Offer to transfer and merge the class to a similar class in another campus if no suitable alternative class is available in the campus in which the class is running, or where class sizes are such that two or more classes cannot be merged. Should a student decide not to avail of the opportunity of a transfer to another campus then their tuition fees will be refunded but other consequential costs will not be refunded by the College. Examination/registration fees that have been collected from the student but not paid to the awarding body will be refunded. Students who do not accept the offer of a merged class within the same campus will not be eligible for a refund.
 - iii. Where the first two options are not available, then the HOS may, following CMT approval, cancel the class. Tuition fees will be refunded to the students. Examination/registration fees that have been collected from the student but not paid to the awarding body will be refunded.
 - iv. HOS/AHOS should complete the AOS session cancellation e-form to show which classes are being cancelled or merged, and, in conjunction with their SSO update QL to show those students that are transferring or those that require a refund.
 - v. If a refund is required, then the SSO staff complete the Transfer/Refund e-form. This process should be completed within within 5 working days so that CS staff can respond to queries and give the Finance Unit the trigger to action the refund request.
 - vi. All refunds are issued in cheque form directly from the Finance Unit.

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- E-Mails
- Course Admin
- Admin

Update Application Status

Student: William Rodgers
Course: 70102 - Pearson BTEC HNC in Electrical and Electronic Engineering (QCF), Bangor
Email: wrodgers123@gmail.com
Contact Number: 02891234567

Change Status

Conditional Offer ▼
[More information on each status](#)

Offer Details

Please type the offer you are making to the student. This will be sent to the student in their email and cannot be changed once sent.

Font Name Real... ▼

Design HTML Preview

*Content in this area is visible to students

Need Help? Tel: 0845 600 7555 E-Mail: admissions@serc.ac.uk

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Staff Notes

You can add notes to this application here. These will only be made visible to staff and will not be seen by students.
 Notes can be made available to students if a Freedom Of Information request is received.

Font Name Real... ▼

Design HTML Preview

*Content in this area is only visible to staff

Last Modified: Never

- Save & Email Conditional Offer
- Cancel & Return

Qualifications

Qualifications entered by the student will be shown here:

Subject	Level	Predicted Grade	Actual Grade	Year
3D Design	Award	Awaiting Results	Awaiting Results	Summer 2015
Animal Care	Higher National Certificate	B-	B-	Summer 2004

Change Course

If the student has applied for the wrong course or you think they may be suitable for a different course you can click the link below to add a new course to their application.

- 1 70102 - Pearson BTEC HNC in Electrical and Electronic Engineering (QCF) - Bangor Applied

Add New Course