University of Hertfordshire UH | Hertfordshire International College

| **Hertfordshire International HIC (HIC)** |
| **CPR M3(a): Student Enrolment Protocol**
 Version 2020/01 |

1.0 Introduction

1.1 In response to the Covid-19 pandemic, HIC now delivers both online and on-campus delivery to its students. Whilst not all students will be able to travel to the UK during some of the 20/21 academic year, we endeavour to continue to up hold our values and provide each and every student with the same opportunity to transition to university life. This document reflects the alternative arrangements the HIC will undertake to allow new and returning students that opportunity to a successful transition.

1.2 For the safety of our staff and students the enrolment process, where registering or re-enrolling on a HIC course, will take place online. There will be a number of individual and group sessions to aid delivery.

1.3 The enrolment process is a fundamental part of the student experience enabling students to immerse themselves into the course. Such interaction becomes an integral piece of the journey giving opportunity to meet staff members who in turn will signpost supporting practices including social, welfare and academic, whilst providing a contact point throughout the course.

2.0 Enrolment Process and Delivery

2.1 All students will complete their registration and enrolment with the HIC online. Students will be notified of the details of the environment they are required to access including the session login details and any individual entry codes or passwords. Students will also be requested to test the virtual platform prior to the scheduled session to determine if their personal computer, tablet, or phone require installation of the platform or application upload. If any technical support is required students should contact the member of staff of the receiving email or send an email to listed address in section 5.0 of this document.

2.2 The HIC will require to see the student on the screen of the device in use and therefore students will require a device that has a camera. During the session will discuss the enrolment process and ask questions so audio on the device will also be essential. Where documents are to be shown on the screen adequate lighting in the student room will need to be considered as will any glare that could be apparent.

2.3 Students who have been allocated an enrolment session that they cannot attend (due to time zones, access and availability of equipment, reliability and stability of the internet) should seek an alternative session by emailing the relevant staff member or contact the listed email address in section 5.0 of this document. HIC will allocate sessions, where possible, to incorporate time zones and provide alternative arrangements if it is deemed an unsuitable allocated session due to the justification received.

2.4 During the enrolment process our primary aim is to fully register students on to the course of study to allow teaching to begin without delay. Students are asked to attend their scheduled session, and any subsequent sessions, promptly.

2.5 Prior to receiving notification of the nominated enrolment session students will be made aware of the relevant documentation they must produce during registration.

2.6 Integral to the registration session will be the requirement for all students to evidence the right to study in the UK. For some this may require the presentation of their passport or identification card whereas for others, for instance those requiring immigration permission, a passport and valid visa.

2.7 Failure to provide the required documents during enrolment may lead to the delay of teaching whilst an alternative registration session is arranged or where the documents may have not been available to view. If the required documents have not been evidenced when requested, or at rearranged registration session, the HIC will give a final deadline to the student to present the document(s). If this deadline is breached the student may lose the opportunity to register on their course during the semester, moving the start date to the next available semester, or relinquish their place entirely.

2.8 Students will be asked to evidence documents by holding the desired document to the screen in full view. There will be a number of key areas of the documents shown that may include requests to see specific or the reverse of pages, and in some instances various document characteristics (holograms, document identifiers, document codes, etc).

2.9 If a student is unable to show the document to the screen, the quality is poor, the document is the incorrect document requested we may ask you to scan a copy to the relevant email address so that we can assess the copy in a different format. Equally if a student is unable to provide a copy at the allocated session a scanned copy can be sent by email.

2.10 The HIC will use the enrolment session to provide students with key information to instil confidence allowing the student to begin their students without unnecessary apprehension. Highlights include, but not limited to, course content, term and academic year dates, key HIC contacts, course finance, timetable management and University registration.

2.11 Collection of contact information will form a significant part of the registration process where the HIC will confirm information relating to your current address whilst studying, preferable contact telephone/mobile number, email address and study mode. In all circumstances we will aim to identify if you have any emergency/additional contacts, such as a parent or sibling, that you would like us to contact in the event of an incident. For students over the age of 18 this information will be voluntary with any emergency/additional contacts stored with privacy rights attached to each individual (giving you the option to contact them about certain matters/incidents). Students under the age of 18 will be required to have a nominated guardian who can act as loco parentis and be an available point of contact for the welfare and safety of the student.

2.12 Privacy and consent can be managed by the student once registered on a course by using the available platform highlighted during enrolment. Under GDPR, consent can be freely managed by the student and therefore can be changed at any point in written or verbal format. The HIC will act accordingly when a request is made and endeavour to change preferences promptly.

2.13 Attendance of the registration session will be recorded so that the HIC can be confident that all students have an understanding of what to expect during the term and academic year.

3.0 Enrolment Timescales

3.1 Students will be notified in advance of the virtual registration sessions, specific times and dates, and give students ample opportunity to prepare themselves, their documents, and their devices before the allocated time.

3.2 It is anticipated that enrolment will take place during the advertised period outlined on the HIC website found here (insert HIC web landing page for key/term dates). The HIC will endeavour give to give advanced notice if the enrolment period were to change.

3.3 Individual Enrolment sessions will last approximately 30 mins to 1 hour. Some group sessions may last more than 1 hour depending on the flow of discussion.

3.4 During the enrolment sessions students will have outlined key dates throughout the academic year. For those not residing in the UK, individual discussions will take place where the opportunity for face-to-face tuition arises to confirm a date that is feasible to arrive to the UK for study. See section 4.0 for further detail regarding the transition to face-to-face learning.

4.0 Moving to Face-to-Face Learning

4.1 Where it is safe to do so and travel restrictions are lifted in the home country the HIC will provide face-to-face teaching on campus. For some students' face-to-face delivery may occur in their first semester, however for a number of students, particularly those living outside of the UK, face-to-face teaching will not be possible until further into the academic year when those limitations on travel are lifted. Once it is possible to resume travel students should make suitable arrangements with the HIC to enter the UK. For those that require a student visa contacting the HIC Admission team to release the CAS will be a starting point.

4.2 Whether a student requires a visa or not any student that is outside the UK and ready to travel to the UK for face-to-face delivery should contact the HIC Services team to arrange a date of arrival to the campus. This can be at any point during the semester between a Monday to Friday within operational hours (usually 9 – 5pm). If a student plans to arrive at the weekend and accommodation arrangements have been made, then a notification to the accommodation provider will be required.

4.3 Once a student has confirmed their arrival date to the HIC the enrolment team will issue the student with an arrival time and date to attend a tailored campus registration welcome. Only once a student has confirmed their arrival date will they be physically allowed to enter the campus. Unscheduled appointments will not be permitted due to the health and safety risks applied to the campus.

4.4 Once on campus students will be given explicit guidelines to follow for the safety and welfare of all students and staff. These guidelines must be adhered to at all times.

4.5 During the campus welcome students will be asked to bring a number of documents to satisfy the HIC of its obligations under various UK regulations. At the time of appointment, the HIC Services team will notify the student of the required document(s) to bring.

4.6 For those students entering the UK on a Tier 4 visa a Biometric Residence Permit (BRP) validating their visa status and length of stay will be available for collection. A suitable time will be arranged with the student to collect this document.

4.7 Beyond enrolment, further detail on required attendance for all students, including those on a student visa can be read in CPR M3. This document outlines the circumstances where on-campus teaching is temporarily suspended (due to health concerns), the alternative arrangements on offer, student attendance obligations, expectations, and requirements.

4.8 Students will be provided with regular updates on the conditions and expectations surrounding on-campus learning in line with those of the HIC and the University. It should be noted that both the HIC and the University will follow Government and Public Health guidelines, and this could result in the forced closer of the campus at any time and at short notice. Local lockdowns throughout the UK may occur when the risk of infection is higher than expected. If a local lockdown occurred students will be given specific guidance on how to proceed with their studies. In such instances Online delivery of teaching will be available and continue until the campus safely reopens.

5.0 Quarantining and Self-Isolation in the UK

5.1 If a student is required to quarantine on entry into the UK, as per UK Government guidance, the student should self-isolate for the recommended time period. The HIC will keep a record of the students need to quarantine and make a note on the SRM. Only once this time has elapsed, and the student is showing no sign of Covid-19 symptoms, will entry to the campus be permitted. At this point the HIC Services team will invite the student to a welcome registration (see 4.3).

5.2 If a student is required to self-isolate due to showing signs or symptoms of Covid-19 before their face-to-face welcome registration the student must inform the HIC immediately. A Self-Isolation plan will be put in place and guidance will be given as per 5.3 below.

5.3 During any period of quarantine or self-isolation the student can study their course online. The HIC Services team will support students onto their programme and help introduce them to the virtual learning environment (through an individual self-isolation plan). Students will be notified once their period of quarantine or self-isolation is over and welcomed to the campus for a formal welcome registration.

6.0 Further Information

6.1 Questions in relation to our enrolment practices or the timing or an allocated registration session should be sent to [HIC-email]. The HIC will do its best to assist and enquiries that are received and in relation to allocated sessions engage with students to make suitable alternatives. Students are strongly encouraged to proactively contact their HIC if they have any issues with engaging with their course.