



CANADIAN
EDUCATION COLLEGE

MANUAL

C4.1.1

PRE-COURSE COUNSELLING, SELECTION AND ADMISSIONS

1. Revision History

Version	Description	Effective Date
PM-C5.3.1-10 Pre-course Counselling Framework		
01	Initial Release	26 May 2014
02	Added Student Orientation Survey into the Pre-course Counselling Framework.	29 October 2014
03	Update of document control procedure flowchart and designations	15 January 2015
04	Update of document control policy and preparer designation	30 March 2015
05	<ul style="list-style-type: none"> • Changed manual layout • Update of document control policy flowchart • Changed responsibility to "Management Team" under point 2 in "Policy Statements" 	17 June 2016
06	<ul style="list-style-type: none"> • Changed to Criterion 4.5.1 • Changed "counseling" to "counselling" • Changed "counselors" to "counsellors" • Amended content write up for Policy Statement 	11 August 2017
07	<ul style="list-style-type: none"> • Changed Criterion to 5.3.1 • Removed medical insurance from list of pre-course counselling items • Separated pre-course counselling items into 2 sections, for all students and for student pass holders • Added deferment policy to list of pre-course counselling items • Added to the pre-course counselling items, informing students that they are not permitted to engage in any form of employment or attend an industrial attachment/internship programme, where paid or unpaid, without a valid work pass issued by Ministry of Manpower • Added point 4 on review of pre-course counselling service 	23 October 2017
08	<ul style="list-style-type: none"> • Amended Point 4: "The pre-course counselling service is to be reviewed once a year through the student satisfaction survey analysis report." 	12 January 2018
09	<ul style="list-style-type: none"> • Added "for all students" under Point 1 • Removed repeated pointer: Student pass application and procedures (for international students) • Added a section on review of Pre-Course Counselling Framework • Added into Point 2 Course Counsellors • Removed date column in document signatory list • Removed "General Information" section (above section 1) 	01 October 2018
10	<ul style="list-style-type: none"> • Added section 3 in the Policy Statements part of the manual 	26 February 2021
11	<ul style="list-style-type: none"> • Added Point 5 and 6 regarding that the students and course counsellors / agents will sign on the Pre-Course Counselling Form to confirm that all relevant information was communicated to the students. 	30 June 2023
PM-C5.0-04 Academic Processes and Student Assessment		
01	Initial Release	01 October 2017
02	<ul style="list-style-type: none"> • Added to 1.1 "via a business proposal" 	12 January 2018

	<ul style="list-style-type: none"> Added to “by the Independent Internal Process Auditor on an annual basis through the IPRAA” to all points on review Added focus and objectives of course review points in 2.2 Added inputs gathered by the Academic Director in 2.3 Added 2.4 “All review report is to be generated consolidating all inputs and analysis, including areas for improvements and action plans to be taken.” ; removed a similar point Added 3.3 “and shall be in accordance with the procedures stipulated in the Operation Manual on Academic Resource Management System and Facilities Maintenance System.” Added to 4.1 “through Lesson Plans or Scheme of Works.” Added to 4.3 “through a Performance Improvement Plan conducted by the Academic Director.” Added 5.7 “The selection and admissions process will be monitored via the Student Selection and Admission Checklist to ensure that the procedures are adhered to.” Added to 6.1 “, by monitoring of student performance and attendance” Added to 6.2 “Intervention measures taken are be evaluated for effectiveness.” Added to 6.3 “and provided to parents/guardians (where applicable)” 	
03	<ul style="list-style-type: none"> Added the process owner to do a review on the process to ensure relevancy for points 1.7, 2.9, 3.6, 4.5, 5.9 and 6.5 Amended Points 2.2 and 2.3 Removed date column in document signatory list Removed “General Information” section (above section 1) Revised point 6.3 regarding Student Progress Reports to highlight the academic achievements and non-academic achievements 	01 October 2018
04	<ul style="list-style-type: none"> Added the item ‘E. Placement Test Conducted by Academic Staff’ to the list under subsection 5.5 Added the item ‘C. Recommendation for Further Studies (i.e. what course to enroll in next term)’ to the list under subsection 6.3 	31 December 2019
OM-C5.3.2-12 Managing and Monitoring of Student Selection		
01	Initial Release	14 May 2014
02	Update of document control procedure flowchart and designations	15 January 2015
03	<ul style="list-style-type: none"> Update of document control policy and preparer designation Include placement test at section 1.2 Update of designations 	30 March 2015
04	Procedure update to section 2.2, 2.3 and include section 5 on monitoring of student selection procedure	29 September 2015
05	<ul style="list-style-type: none"> Update of document control policy flowchart Changed manual layout Revision of manual based on IAPs as documented in the IPRAA 	31 May 2016
06	Added in Section 1.6 ‘The College will then explain the key sections of the standard student contract, and require the student to acknowledge as evidence on Form 12 – Advisory Note’ and updated flowchart accordingly	05 December 2016
07	<ul style="list-style-type: none"> Changed “counselling” to counselling” 	01 October 2017

	<ul style="list-style-type: none"> • Changed Criterion to 5.3.2 • Removed Criterion Reference to Operation Manual • Added a Note on training of staff who are conducting Pre-Course Counselling; updated the documentation column • Added sections 1.3-1.4 on accepting applicants who do not meet entry requirements • Added sections 1.6-1.7 on verification of supporting documents • Added section 6 on Monitoring of Student Selection Process • Added section 7 on Review 	
08	<ul style="list-style-type: none"> • Added point 4.3: For courses offered by external partners, where the partner does not issue a Letter of Offer, the points 4.1 and 4.2 applies • Added point 4.4: For courses offered by external partners, where the partner issues a Letter of Offer, it will be sent to the Student Services Executive • Added point 4.5: For rejected application, a Letter of Rejection will be given the applicant and a copy will be filed in the P-file • Added point 7.3 on Process Owner’s review of process at least once a year to ensure relevancy • Removed date column in document signatory list • Removed “General Information” section (above section 1) 	01 October 2018
09	<ul style="list-style-type: none"> • Amended subsection 1.2 so that it captures more accurately the college’s processes for managing and monitoring student selection 	31 December 2019
10	<ul style="list-style-type: none"> • Added to the write-up for the note at the beginning of the manual 	26 February 2021
11	<ul style="list-style-type: none"> • Changed the party to whom the Student Application Form with supporting documents and the Student Selection and Admission Checklist are forwarded to for processing in the write-up for subsection 1.9, the Human Resources and Finance Department, to the Director of Course Consulting/ Marketing • Changed the designation ‘Academic Director’ in the write-ups for subsections 2.5, 3.1, 3.2, 3.3 and 3.4 to ‘School Principal’ • Replaced all mention of application documents in the write-ups for subsections 3.1 and 3.4 with mention of the p-file • Moved the contents of section 6 Monitoring of Student Selection Process, which explain the purpose of the Student Selection and Admission Checklist to subsection 1.1, where the Student Selection and Admission Checklist is first mentioned 	01 July 2022
12	<ul style="list-style-type: none"> • Made mention of the requirement for the applicant’s parent or legal guardian to sign on the Pre-course Counselling Form if the applicant is under eighteen (18) years of age in the write-up for subsection 1.1 	01 August 2022
OM-C5.3.2-13 Admission and Student Reporting		
01	Initial Release	14 May 2014
02	Updated the admission procedure to include the monitoring of the admission procedure.	29 October 2014


03	Update of document control procedure flowchart and designations	15 January 2015
04	<ul style="list-style-type: none"> Update document control policy and preparer designation Remove letter of offer from section 1 Update of process write up at section 6.2 and flowchart Update of process header at section 2 and 3 	30 March 2015
05	Update of section 5.1 to include monitoring proper execution of Student Selection and Admission Process by <ul style="list-style-type: none"> Admin Executive Academic Director / Management Representative Independent Internal Auditor 	08 June 2015
06	Remove 'Letter of Acceptance' from Point 4.1	31 December 2015
07	<ul style="list-style-type: none"> Update of document control policy flowchart Changed manual layout Revision of manual based on IAPs as documented in the IPRAA 	31 May 2016
08	<ul style="list-style-type: none"> Remove 'require the student to acknowledge as evidence on Form 12 – Advisory Note' from Section 1. 3 and updated flowchart accordingly 	05 December 2016
09	<ul style="list-style-type: none"> Removed Criterion Reference to Operation Manuals Added section 2.3 regarding the filing of Receipts and Certificate of Insurance Added point 3.3 about types of student statuses shown in Student Management System Amended section 5.1 items for orientation to be more specific: attendance requirements and procedure for taking attendance Added section 6 on Review Amended Flowchart to reflect changes 	01 October 2017
10	<ul style="list-style-type: none"> Amended error in the 'Prepared by' section of the Document Signatory List 	27 November 2017
11	<ul style="list-style-type: none"> Added "Admin Executive" to Point 1.1 on application for Student's Pass 	12 January 2018
12	<ul style="list-style-type: none"> Added Section 3 on Matriculation with External Academic Partners Added point 7.2 on Process Owner's review of process at least once a year to ensure relevancy Removed date column in document signatory list Removed "General Information" section (above section 1) 	01 October 2018
13	<ul style="list-style-type: none"> Added subsection 5.3 	31 December 2019
C4.1.1 Pre-Course Counselling, Selection and Admissions		
14	<ol style="list-style-type: none"> Revamped Manual Formatting Combined Policy Manuals "PM-C5.3.1-10 Pre-course Counselling Framework" and "PM-C5.0-04 Academic Processes and Student Assessment" on Student Selection and Admissions with Operation Manuals "OM-C5.3.2-12 Managing and Monitoring of Student Selection" and "OM-C5.3.2-13 Admission and Student Reporting". Amended Manual Title to "C4.1.1 Pre-Course Counselling, 	04 September 2023

	<p>Selection and Admissions”</p> <ol style="list-style-type: none"> 4. Amended “counselors” to “counsellors” in Point 1.b. under Approach (Policy manual) section. 5. Added Point 1.g. under Approach (Policy Manual) section. 6. Removed the Review of Pre-Course Counselling Framework from the Approach (Policy Manual) section. 7. Added “and that they meet all entry requirements” into Point 2.a. under Approach (Policy Manual) section. 8. Amended the reference “Operation Manual on Managing and Monitoring of Student Selection” to “Managing and Monitoring of Student Selection segment of the Process (Operation Manual) section of this manual” in Point 2.d. under the Approach (Policy Manual) section. 9. Amended the reference “Operation Manual on Admission and Student Reporting” to “Admission and Student Reporting segment of the Process (Operation Manual) section of this manual” in Point 2.f. under the Approach (Policy Manual) section. 10. Removed the point “The student selection and admissions procedures will be reviewed by the Independent Internal Process Auditor on an annual basis through the IPRAA, to ensure relevancy and for continual improvement.” from the Approach (Policy Manual) section. 11. Removed the point “In addition, the Process Owner will do a review on the process at least once a year to ensure that it is up to date and relevant.” from the Approach (Policy Manual) section. 12. Added in Point 3 under the Approach (Policy Manual) section. 13. Amended “points 4.1 and 4.2” to “points 4.a. and 4.b.” in Point 4.c. under the Process (Operation Manual) section. 14. Amended the reference “Operation Manual: Admission and Student Reporting” to “Admission and Student Reporting segment under the Process (Operation Manual) section of this manual” in Point 5.b. under the Process (Operation Manual) section. 15. Amended “Points 1.1 and 1.2” to “Points 6.a. and 6.b.” under Point 6 of the Process (Operation Manual) section of this manual. 16. Added “with the relevant justifications and supporting documents” and “and proceed with processing any refunds based on the Refund Policy found in the Student Contract” in the Note under Point 6.b. of the Process (Operation Manual) section. 17. Amended the reference “Operation Manual: Procedures for Executing Student Contract” to “Manual: Executing Student Contract” in Point 6.d. under the Process (Operation Manual) section. 18. Amended the reference “Operation Manual: Course Fee Collection” to “Manual: Fee Collection and Fee Protection Scheme” in Point 7.a. and 7.b. under the Process (Operation Manual) section. 19. Amended “Pre-Course Counseling” to “Pre-Course Counselling.” in Point 10.c. under the Process (Operation Manual) section. 	
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15	<ol style="list-style-type: none"> 1. Removed 'Prepared by' from the Document Signatory List table. 2. Amended "School Principal" to "Academic Director/General Manager" in Points 2.e. and under Point 3 of the Process (Operation Manual) section. 3. Added Notes under GD4 Requirement Statements. 4. Removed point 1.b) about guidelines in the form of presentation slides/materials are given to the agent, under Approach (Policy Manual) Section. 5. Removed point 1.f) to 1.g) about operations manager to check about pre-course counselling form, and a sample copy of student contract is made available on the college website. 6. Added "if required" to point 2.c) about college must seek approval of the external partner should a student apply for courses with the college's external partner. 7. Removed point 3.a) about review process through IPRAA. 8. Amended bullet point for 1.a) to become 1.a) and 1.b) about student application process, under Process (Operation Manual) Section. 9. Removed point 1.c) that talks about eligibility for bridging modules entry. 10. Added point 12 about review of pre-course counselling, selection and admissions of students, under Process (Operation Manual) Section. 11. Removed Systems & Review Section. 12. Removed Documentation Section. 	30 September 2024
16	<ol style="list-style-type: none"> 1. Amended point 1.a) about areas to cover in training sessions (for all students & for student pass holders) for pre-course counselling services to students, under Approach (Policy Manual) Section. 	22 October 2024
17	<ol style="list-style-type: none"> 1. Changed "CPE" to "SSG" throughout the manual. 2. Added "Management Team and" in point 2 c. under Approach (Policy Manual) section. 3. Added "to inform them of essential course and student support services information" in subpoint 2 e. under Approach (Policy Manual) section. 4. Added "as outlined in the Pre-Course Counselling Framework under the 'Policy' section above" in point 1 a. under Process (Operation Manual) section. 5. Amended "Admin Executive" to "Course Consultant" in point 1 g. under Process (Operation Manual) section. 6. Amended "...will have to sight and verify the originality of the supporting documents (i.e. certificates, transcripts, etc.)" to "...will have to collect the supporting documents (i.e. certificates, transcripts, etc.) from the applicants." in point 1 g. under Process (Operation Manual) section. 7. Amended "Director of Course Consulting/ Marketing" to "Course Consultant Manager / Admin Executive" in point 1 j. under Process (Operation Manual) section. 8. Amended all "Course Consultants" to "Admin Executive" in point 2 d., 3 d., and 9 a. under Process (Operation Manual) section. 	02 December 2024

	<p>9. Amended “Course Consultant” to “Admin Executive” in point 7 b. under Process (Operation Manual) section.</p> <p>10. Amended manual reference in point 7 b. from “Manual: Fee Collection and Fee Protection Scheme” to “Manual: Course Fee Collection and Fee Protection Scheme” under Process (Operation Manual) section.</p> <p>11. Removed “and Certificate of Insurance” in point 7 c. under Process (Operation Manual) section.</p> <p>12. Amended “Admin Executive” to “Academic Director” in point 10 a. under Process (Operation Manual) section.</p> <p>13. Amended “Admin Executive / Course Consultants” to “Academic Director / General Manager” in point 10 b. under Process (Operation Manual) section.</p>	
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2. Document Signatory List

Responsibility	Name	Title	Signature
Approved by	Yoda Moriaki	General Manager	

GD4.0 REQUIREMENT STATEMENTS

1. Ensure all course counsellors are adequately trained and monitored for service delivery.
2. Provide relevant course information during pre-course counselling to all prospective students.
3. Execute student selection and admission procedures, including for:

Selection

- a. Verification of applicants 'suitability for the course and that they meet course admission requirements.
- b. Verification of the originality of supporting documents submitted by applicants.
- c. Approval of shortlisted applicants by the Management and the relevant external university partners, if applicable.

Admissions

- a. Communication with international students on the status of their Student's Pass application.
 - b. Matriculation of students with external academic partners, if applicable.
 - c. Orientation for newly enrolled students to inform them of essential course and student support services information.
4. Monitor staff performing the student selection and admissions to ensure that the procedures are adhered to.
 5. Review the pre-course counselling, student selection and admissions procedures for continual improvement.

Notes

1. For Student's Pass holders, additional information shall be provided for the following areas:
 - a. Student's Pass application requirements and procedures;
 - b. Informing these students that they are not permitted to engage in any form of employment or attend an industrial attachment/internship programme, whether paid or unpaid, without a valid work pass issued by Ministry of Manpower; and
 - c. Other relevant Singapore laws.

APPROACH (POLICY MANUAL)

1. Pre-course Counselling Framework

- a. A comprehensive training session is critical to the provision of accurate information / execution of pre-course counselling services to students. As such, the College undertakes to train and mentor all course counsellors. Trainings will be conducted and it should minimally include the following areas (as and when necessary):-

For all students

- Course information (course duration, structure, intakes, assessment, entry requirements, English proficiency requirements, module synopsis, course syllabi, etc.) including course counseling to match the aspirations of the student with course learning outcomes
- Type of certification that will be awarded and the opportunities for further education / graduation opportunity
- Admission procedures (i.e. obtaining student pass and application package)
- College's location, operating hours, general description of facilities and infrastructure
- Student's pass applications and procedures consisting of registration, collection, renewal, cancellation and online applications (for Student's Pass holders and students who require a permission letter)
- Attendance policy: Minimum requirement of 90% attendance for student's pass holders and 75% for non-student's pass holders
- Student support services that are available (student care process, student's grievances & complaints policy)
- Refund, withdrawal, deferment and transfer policy and procedures
- Fee Schedule and Payment Methods
- Fee Protection Scheme and Student Contract
- Reference to SSG

For student pass holders

- Relevant Singapore Laws (smoking, drugs trafficking, littering and others listed in training materials provided)
 - Students on student pass are not permitted to engage in any form of employment or attend an industrial attachment/internship programme, whether paid or unpaid, without a valid work pass issued by Ministry of Manpower
 - Living in Singapore (Accommodation, Cost of living)
 - General Healthcare in Singapore (Polyclinics, GPs, major hospitals)
- b. It is also the responsibility of the Management Team to ensure that their respective course counsellors / agents are properly trained in these areas.
- c. Additionally, the members of staff who provide Pre-Course / Course Counselling are monitored for their service delivery by way of the college's Student Satisfaction Survey, more specifically the Area of Assessment, Pre-Course Counselling in the survey, which is comprised of statements

about students' Pre-Course Counselling sessions to which students assign ratings. The ratings assigned to the statements are then compared with targets for the members of staff.

- d. Pre-course counsellors must match the educational needs of prospective students with suitable courses provided by the College. Priority must be given to student needs.
- e. Both Students and course counsellors / agents are required to sign off on the Pre-course Counselling Form to confirm that they have fully communicated and understand all relevant and accurate information respectively.
- f. The pre-course counselling service is to be reviewed once a year through the student satisfaction survey analysis report.

2. Student Selection and Admissions

- a. Student selection procedures must comprise of verification of the applicants' suitability for the course and that they meet all entry requirements, as well as the verification of the originality of supporting documents submitted to the College.
- b. The College shall ensure that the selection process is carried out in a fair and impartial manner.
- c. The College must seek the approval of the Management Team and external partner should a student apply for courses with the College's external partner, if required.
- d. The student selection and monitoring procedures carried out by the College shall comply with the process detailed in the Managing and Monitoring of Student Selection segment of the Process (Operation Manual) section of this manual.
- e. Student admission procedures must comprise of the following:
 - A. Status of Student's Pass Application (for international students)
 - B. Execution of Student Contract
 - C. Matriculation of students with external academic partners (if applicable)
 - D. Student Orientation to inform them of essential course and student support services information
 - E. Placement Test Conducted by Academic Staff
- f. The Student admission procedures shall adhere to the Admission and Student Reporting segment of the Process (Operation Manual) section of this manual.
- g. The selection and admissions process will be monitored via the Student Selection and Admission Checklist to ensure that the procedures are adhered to.

3. Review of Pre-Course Counselling, Selection and Admissions

- a. The Process Owner will do a review of the process at least once a year to ensure that it is up to date and relevant.

PROCESS (OPERATION MANUAL)**A. Managing and Monitoring of Student Selection**

Note: Relevant staff who provides Pre-Course / Course Counselling will be briefed or trained on the Pre-Course / Course Counselling components and procedures to ensure they adhere to the Pre-Course / Course Counselling requirements to provide sufficient information to prospective students.

Additionally, the members of staff who provide Pre-Course / Course Counselling are monitored for their service delivery by way of the college's Student Satisfaction Survey, more specifically the Area of Assessment, Pre-Course Counselling in the survey, which is comprised of statements about students' Pre-Course Counselling sessions to which students assign ratings. The ratings assigned to the statements are then compared with targets for the members of staff.

1. Student Application

- a. The College's approved external recruitment agents / designated internal staff would conduct information sessions with potential students to identify their needs. Suitable courses will then be recommended based on the applicants' needs, and the applicant (or the applicant's parent or legal guardian, if the applicant is under eighteen (18) years of age) would be required to sign on the Pre-course Counselling Form to acknowledge that he/she has been informed of the various critical information as outlined in the Pre-Course Counselling Framework under the 'Policy' section above. The agent/staff shall then indicate the completion of Pre-course Counselling on the Student Selection and Admission Checklist.
- b. The Student Selection and Admission Checklist is used as a tool to track the student selection and admission process. Other than the staff who has conducted the exercise indicating its completion or collation of documents from agents, another staff is also required to verify that the documents are indeed in proper order, and that the selection process has been adhered to. Evidence of such monitoring is by signing the "Document Verified by" column in the Student Selection and Admission Checklist.
- c. Thereafter, the agent/staff would conduct an initial assessment on the applicant's suitability, taking into consideration the minimum requirements of the course (including assessing suitability based on English Test). The completion of this assessment should be indicated on the Student Selection and Admission Checklist.
- d. If the applicant does not meet the entry requirements of the course, the College's Academic Board will consider if the applicant:
 - i. Require further tests and information; or
 - ii. Has other acceptable merits (e.g. working experience)
- e. In the event that none of the above is applicable, the agent/staff would evaluate to see if the applicant is both suitable and interested in other courses offered by the College.

- f. If the applicant meets the minimum entry requirements, the agent/staff shall invite the applicant to submit the Student Application Form, together with all supporting documents, and to pay the application fee.
- g. For applicants applying with the College, the Course Consultants / Admin Executive will have to collect the supporting documents (i.e. certificates, transcripts, etc.) from the applicants.
- h. For overseas applicants applying through agents, the agent will first verify the originality of the supporting documents. In addition, before the student signs the Student Contract, the Admin Executive will do a second verification of the originality of the supporting documents.
- i. The agent/staff shall then check the application and supporting documents for completeness, before indicating this on the Student Selection and Admission Checklist.
- j. The agent/staff shall then forward the Student Application Form, with supporting documents, and the Student Selection and Admission Checklist to the Course Consultant Manager / Admin Executive for processing.
- k. The College will then explain the key sections of the standard student contract, and require the student to acknowledge as evidence on Form 12 – Advisory Note.

2. Processing of Application

- a. Upon receipt of the application documents, the Course Consultants will verify the originality and authenticity of relevant supporting documents, and indicate its completion on the Student Selection and Admission Checklist.
- b. Course Consultants are to ensure that students signing up for registered courses are not on social visit pass and indicate on the Student Selection and Admission checklist.
- c. Next, the Course Consultants shall again check that applicant has met the minimum entry requirements for the course that he/she is applying for.
- d. The Admin Executive shall then prepare and create a student folder, and file all the application documents in the folder. In addition, the Admin Executive shall also include a Student P-File Checklist in the folder, so as to ensure that all relevant documents are properly filed.
- e. Upon verification that the student P-File is in order, the Course Consultants shall forward the P-File to the Academic Director/General Manager for approval.

3. Approval of Application and Monitoring of Selection Process

- a. Upon receipt of the p-file, the Academic Director/General Manager shall check and ensure that the application, along with all supporting documents, is duly processed. He/she shall then indicate this as part of monitoring staff conducting the selection process in the Student Selection and Admission Checklist. This ensures that the staff who processed the application has strictly adhered to the College's selection procedures.
- b. Next, the Academic Director/General Manager shall then indicate on the Student Selection and Admission Checklist whether the applicant should be offered enrolment with the College.

- c. In addition, should the application require approval from the Educational Partner, the Academic Director/General Manager, with the relevant support, shall forward the application to the Partner and obtain its approval, if necessary.
- d. After which, the Academic Director/General Manager shall return the p-file and the Student Selection and Admission Checklist to the Admin Executive.

4. Notification of Application Outcome

- a. Upon approval of the application by the College, the Course Consultants will notify students of the Application Outcome verbally and prepare the Standard Student Contract, which will be given to the applicant for his/her necessary action. A copy of the Standard Student Contract should also be filed in the Student's P-File.

Note: Students accept the offer through the signing of the Standard Student Contract

- b. Should the application be rejected, the Course Consultants shall prepare a Letter of Rejection, which will be given to the applicant. A copy of the Letter of Rejection should also be filed in the Student's P-File.

Courses with External Partners

- c. For courses offered by external partners, where the partner does not issue a Letter of Offer, the points 4.a. and 4.b. applies.
- d. For courses offered by external partners, where the partner issues a Letter of Offer, it will be sent to the Admin Executive which will be given to the applicant for his/her necessary action. A copy of the Letter of Offer should also be filed in the Student's P-File.
- e. Should the application be rejected, a Letter of Rejection, which will be given to the applicant. A copy of the Letter of Rejection should also be filed in the Student's P-File.

5. Proceed with Student Admission

- a. Upon acceptance of application offer by the student, the Course Consultants shall proceed with the student admission procedures.
- b. For details on student admission procedures, please refer to Admission and Student Reporting segment under the Process (Operation Manual) section of this manual.

B. Admission and Student Reporting

6. Preparation of Admission Documents

Points 6.a. and 6.b. are applicable only for students on Student's Pass:

- a. Upon acceptance of the enrolment offer by the student, the Course Consultant / Admin Executive will apply for Student's Pass via the ICA SOLAR + System.
- b. The Course Consultants shall then inform students when the College has received the In-Principle Approval Letter (IPA) for the Student's Pass, along with the following information: -
 - Course Start Date
 - Medical Checkup (if applicable)
 - ICA Formalities and collection of Student's Pass (when ready)

Note: should the Student's Pass application be rejected, an appeal would be submitted with the relevant justifications and supporting documents. If the appeal is not successful, the admission process shall be terminated and proceed with processing any refunds based on the Refund Policy found in the Student Contract.

- c. Upon receipt of IPA (for international students requiring a Student's Pass) and acceptance of offer (for local students), the College will then explain the key sections of the standard student contract and proceed with the execution of the standard student contract. These documents should be filed in the Student P-File.
- d. For more details, please refer to Manual: Executing Student Contract. The completion of the student contract execution shall be recorded in the Student Selection and Admission Checklist.

7. Course Fee Collection and Fee Protection Scheme

- a. After the student has signed the Standard Student Contract and Advisory Note, the College will proceed with course fee collection, in accordance with Manual: Fee Collection and Fee Protection Scheme.
- b. Next, the Admin Executive will proceed with the necessary FPS procedures by adhering to the process stated in Manual: Course Fee Collection and Fee Protection Scheme.
- c. Receipts should be filed in the Student P-File in accordance with the Student P-File Checklist.

8. Matriculation with External Academic Partners (if applicable)

- a. General Manager is to submit matriculation information and documents to the partner.
- b. A copy of the Student Card (if applicable) and Matriculation Documents are to be kept in the Student's P-File.

Note: This is not applicable to TESOL programme.

9. Update of Student Management System

- a. The Admin Executive shall key in the relevant student information, based on the standard student contract, FPS, and application documents, in the Student Management System. This is to ensure that the College has an accurate electronic record of all students.
- b. After which, the Course Consultant would indicate completion of Student Management System in the Student Selection and Admission Checklist.
- c. The Student Management System will show students:
 - Who are currently enrolled;
 - Who are on suspension;
 - Who are on deferment;
 - Who are expelled;
 - Who have terminated or withdrawn; and
 - Who have graduated.

10. Monitoring Process for Student Admission

- a. Upon completion of the above steps, either another Course Consultant who did not perform the admission procedures for the particular student or the Academic Director / General Manager will verify that all steps have been properly adhered to.
- b. This will be done through the items in the Student Selection and Admission Checklist. The Academic Director / General Manager shall note down the evidence of monitoring the execution of student admission by signing off on the Student Selection and Admission Checklist in the "Verified by" column.
- c. This will also be done via the Student Satisfaction Survey's section on Pre-Course Counselling.
- d. Such a process ensures that there is proper monitoring on the staff carrying out the admission procedures.
- e. Upon completion of the monitoring, the Admin Executive / Course Consultants / General Manager shall then file the Student Selection and Admission Checklist back in the relevant P-Files.

11. Student Orientation Programme

- a. As part of the College's admission process, all new students will be required to go through an Orientation Programme that includes briefing session(s) on the following (not limiting) information:
 - College's history, include its Vision, Mission, Values & Culture
 - College's location, including physical and academic facilities / resources available to students
 - Organization Chart (Indicating Management Team)
 - Introduction of Academic and Examination Board members
 - Fee Protection Scheme

- Dispute resolution process
 - Appeal procedures for academic results
 - Suite of student support services
 - Relevant Singapore laws and regulations, including ICA regulations and attendance requirements
 - Attendance requirements and procedures for taking attendance
 - Leave application process
 - Course fees and duration
 - Course completion and award criteria
 - Post course guidance
 - Deferment / extension criteria and procedure
 - Other important details in Student Handbook
- b. Upon completion of the Orientation Programme, students are required to sign on the Orientation Checklist to acknowledge that the above important information has been communicated to them.

12. Review of Pre-course counselling, selection and admissions of students

- a. The Process Owners will review their policies and processes at least once a year as part of the internal review through the Internal Review Report for continual improvement.