



**Student
Admission
Recruitment and
Operation Compliance Manual**

Updated: July 2013

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1 RECRUITMENT OF STUDENTS

1.1 Introduction

Sanjari International College's view that the bring cultural enrichment to the campus; assist to broaden the worldview and cultural understanding of domestic students; provide Britain with future investment in stronger political and international trade ties with the countries of origin of these students. The aim of this policy is to manage the process of recruitment of international students in such a way that the standards and reputation of the College are maintained and enhanced.

Students could apply for their intended course in person / via online or through their relatives in UK. When a student furnished the application online / in person / via relatives with all required academic transcripts, SIC will contact the students directly via online or through their UK relatives. The College will check that all the appropriate sections of the application form that have been completed appropriately and requirements of relevant documents attached. Documents must encompass qualification certificates along with the transcripts, two appropriate references and a copy of the identification page of the applicant's passport with all copy of all visa pages if applicable. Then the college will do the initial assessment on the application to check the following issues:

- Students previous academic qualifications against the course pre requisites for their intended programme they applied
- UK NARIC equivalency check for overseas qualifications
- Students English Level is appropriate to pursue their proposed course of study.
- International student recruitment will be controlled in such a way that the character of SIC as a British institution provides a quality educational experience for British students is preserved, and the standards and reputation of the College are maintained.
- The College will manage the sourcing of international students so as to mitigate the risk that comes from reliance on any particular market.
- Total international enrolments will from time to time set specified targets for international student recruitment and will undertake the planning and provide the appropriate resources in order to achieve those targets.
- International enrolments will also be regulated to maintain desirable maximum enrolment levels.
- The selection of source countries and secondary pathways within individual countries will be managed with the aim of spreading international enrolments across

Departments, as far as is possible.

- In addition to satisfying the requirements of the particular course, additional entrance standards to programmes may be set by individual departments. Entrance standards may thus be used to control both the numbers and academic ability of students entering particular courses or programmes and should be used in preference to applying fixed quotas. Entry standard criteria applied to international students at a programme level may differ between programmes or departments. Different entry standards may be applied to domestic and international students.

1.2. Principles

The following principles apply throughout the whole of the typical student journey.

An inclusive environment

The college should seek to provide an inclusive environment where the needs of international students are considered and met alongside those of other students in an integrated and embedded way.

Continuous improvement

The College should continuously reflect on and review their policies and practices, actively seeking and using feedback from students, to make improvements.

Student engagement

The College should ensure that international students are represented in student engagement activities and that their feedback is taken into account in making enhancements to existing policies and practice.

Clear and accessible information

The College ensures that the information they provide at all stages of the student lifecycle is clear, accessible, accurate, and consistent across the institution. Where technical terminology is unavoidable, clear explanation should be provided.

Shared responsibility

Responsibility for meeting the needs of a diverse student body should rest with all staff within an institution, not just those with a specific remit for managing international students' experiences.

Staff development

All staff working with international students should have access to appropriate training and development opportunities, which support them in recognising and addressing the needs of

Marketing the Course and the College

The area of Public Information is very concerned with the accuracy and currency of information supplied to candidates. This should offer general information on the College, plus Course specific information. Links to an awarding body website are positive, but not sufficient in this regard.

According to the guideline of QAA the following information should be seen as a minimum standard, with some of this information given at the application stage, with other oitems as the students arrive and progress.

Information should include:

- an overview of the nature of UK higher education and HE qualifications
- the profile of the institution
- details of registered representatives or agents and expected standards of service
- admissions processes and any variations for international students
- visa requirements and procedures
- entry requirements, including English language proficiency
- acceptance conditions, deposits required and refund policies
- estimated cost of living, including accommodation costs
- study costs (including tuition fees and other costs) and details of whether and how such costs may alter during the course of the programme
- details of any scholarships and other financial assistance schemes
- programme details*
- an indication of student support services that are made available
- information about employability including opportunities for work experience, volunteering and work placements.
- Institutions may make this information available.

There should be clear information on how the course is assessed. Where there are coursework elements in a programme, the nature and scope of the process must be clearly explained, with many international students having little experience of this type of assessment.

'The onus is considered to rest on institutions to satisfy themselves that agents and representatives working on their behalf are acting ethically and responsibly'. (QAA International students studying in the UK: January 2012)

'Staff with responsibility for recruitment and an institution's appointed representatives should be appropriately informed, trained and supported to undertake their roles. In particular, they should be conversant in the application and admissions process and understand the implications of student visa applications. They should also be expected to work to high standards of professional conduct. Professional conduct here implies competence, fairness, truthfulness and a primary concern for the best interests of the student'. (QAA International students studying in the UK: January 2012)

1.3 Policy Statement

The guidance is prepared in order to offer a consistent student experience across the sector, and ensure that the Colleges understand the minimum requirements in the admission and subsequent teaching of overseas students.

This Manual is also intended to provide some guidance to staff in achieving compliance with QAA and Home Office UK Border Agency (UKBA) requirements for achieving and maintaining quality in admission policies and procedure and a Tier 4 Sponsorship Licence. It is not a definitive guide to practices. It is designed primarily as basis for a documented and reviewable process for the staff use to navigate their way through the complexities of meeting UKBA requirements.

There may be limits to some compliance activities due to the current level of IT in place within the College and, as such, alternative methods have to be shown in order to meet the compliance criteria.

The document should be reviewed on a regular basis and, in any case, where there are changes in UKBA requirements and/or changes to internal systems that are put in place

which affect the process written down. The manual may be adapted at any stage as long as the reason is noted and reviewed at review meetings.

The College must be able to show the following in the form of written evidential files, reviews and from internal hard or soft copy records:

- Number of CAS allocated and issued as compared to visas issued
- No show rates/non enrollment
- Drop Out rates
- Procedures for checking academic and English language qualifications
- Procedures for warning students regarding poor attendance
- Procedures for tracking student visa expiry dates
- Procedures for checking students attendance
- Recruitment Practices, including interviewing of students and the recording of these
- Establishing intention to study
- Making sure the College Management system (CMS) and the UKBA Sponsorship Management System (SMS) are operational and all management and administrative staff are familiar with their usage.

Tier 4 Sponsorship Licence - Highly Trusted Status

Having achieved a UKBA Tier 4 Sponsorship Licence with a ‘Highly Trusted Status’ (HTS), the College needs to maintain clear evidence of compliance with UKBA requirements against eight specified criteria. Each of the points requires evidence in the form of documents or other form of proof.

Criteria for HTS	Evidence required
Recruitment Practices for genuine students	Recruiting / Agents / Intentions / Payments up front / Quality Checking – PROOF IN ACTION and show refused acceptance and reasons. (Suggest setting up a proper reporting system)
Not issued with Civil Penalty in preceding three years	This should be actionable

Any previous to that 3 years paid off in full	
Practices to minimise number of refusals for students with CAS What in place to prevent refusals?	That students applying submit in time That students have correct documents That students meet the English language level required. PROOF IN ACTION
No more than 20% of the total sponsored students must have Refused No more than 10% of the total sponsored students must have failed to enrol in their course No more than 15% of the total sponsored students must have failed to complete their course	It is suggested that the IT platform SIC use always will give signal An authorised person needs to be allocated this responsibility and the action forming part of the quarterly audit for the college as an additional audit point Running total needs to be shown as a percentage against total student enrolled. (This may need to be adapted for certain time frames)
Ensure progression and attendance is monitored	This should be easily proved by results requested from exams and internal tests and assessments. The information either held electronically or hardcopy but sign posted wherever and easily located
No previous concerns raised from a UK border agency sponsor inspection in the last twelve months	College needs to be careful as they may have been subject to an action plan in the last twelve months or subject to interim relief etc.

Highly Trusted Spreadsheet with Percentages shown as additional data

An adapted Highly Trusted Spreadsheet has been provided separately where the user is able

to view the percentages on a daily basis – and will provide visual confirmation of student retention rates.

The spreadsheet also allows for the inclusion of the CAS chase up flow information – an action which needs to be allocated to specified staff. This is crucial to tracking and monitoring the students prior to arriving at the College when a CAS has been issued.

Colleges initial review comments:

Meeting held:

Date:

Present:

1.4 Admission, Recruitment, Selection and Enrolment

The admissions process is critically important if students are to be recruited with integrity and on to the appropriate programmes, suited to their qualifications and career aspirations. As a result QAA set a minimum standard for information that must be supplied at this and later stages:

- admissions policies and processes, including any variation for international students and processes for entry part-way through an academic year or semesters
- application deadlines and processes for considering applications
- student classification for tuition fee purposes, tuition fees and other compulsory charges
- application fees
- payment deadlines, methods and refund procedures
- living costs
- how students who need a visa should go about securing one, signposting relevant organisations and sources of further information, advice and guidance
- contact point(s) for enquiries
- entry requirements, including English language proficiency
- details of where students may need to satisfy UKBA requirements (including for English language competency) in addition to the entry requirements set by the institution
- details of pre-sessional courses or academic study skills courses that may be available.

Students could apply for their intended course in person or via online. When a student furnished the application online/in person with all required academic transcripts, Sanjari International College will contact the students directly.

The College Admission Team will check that all the appropriate sections of the application form that have been completed appropriately and requirements of relevant documents attached. Documents must encompass qualification certificates along with the transcripts, two appropriate references and a copy of the identification page of the applicant's passport with all copy of all visa pages if applicable. Then the college will do the **initial assessment** on the application to check the following issues.

- Students previous academic qualifications against the course pre requisites for their intended programme they applied
- UK NARIC equivalency check for overseas qualifications
- Students English Level is appropriate to pursue their proposed course of study.

Only those who have met all legal and academic requirements of the UK government, UKBA, Student Finance England (where applicable) as well as Sanjari International College wide and department specific requirements, will be enrolled. Sanjari International College recognises the need for EU & international students to be able to prove their competence in English and as such this will be a condition of acceptance onto the particular course. College will issue CAS (Language requirement Perspective only) if:

Consideration of Level of English Language Requirements

Students are competent in English language at a minimum of CEFR **level B2**, if students will be enrolling on a course at NQF 6/QCF 6/SCQF 9 or above (unless students are a gifted student studying at a higher education institution - see below); or students are competent in English language at a minimum of CEFR **level B1**, if students will be enrolling on a course at NQF 3-5/QCF 3-5/SCQF 6-8; or Students are a national of a majority English-speaking country.

Additionally, Sanjari International College conducts skype/telephonic interviews with all International students before accepting them for a course. Only those international applicants who satisfy all of the above requirements will be considered for an offer at Sanjari International College. For students who have limited skill level in written communication, the College provide English lessons in relevance to the qualification they have enrolled.

1.5 Consideration of Academic Level Requirements

The college will look into the students' academic requirements according to the following criteria for Standard Entry Requirement (SER) and Mature Student Entry Route (MSER)

Standard Entry Requirements (SER)

- 'A/S and A 2 ' Level standard, or overseas UK equivalent of Higher Secondary standards

- Any other Ofqual approved UK Level 3 QCF qualification, or equivalent (For Level 4 Programmes)
- UK recognized University Degree or Any other Ofqual approved UK Level 6 QCF qualification, or equivalent (For Level 7 Programmes)

Mature Student Entry Route (MSER)

Learners who aged 21 and above with suitable minimum 03 years work experience (05 years senior Management Level experience for Level 7 in the relevant industry /sector. (Distinct Roles and responsibilities should be furnished with the experience letter from Employer for college initial assessment).

Once the college have confirmed the students' Academic and English standards they will issue the conditional offer letter to students. Then the students will make the course fees as per to the amount mentioned in their conditional to the college nominated bank account. The actual application process will not be concluded until they have returned the duly completed the offer of acceptance along with the proof of the fees paid into the college bank account.

1.6 Confirmation of Acceptance for Studies (CAS)

After the acknowledgement of signed acceptance from the students and their fee confirmation from the accounts department the authorized user will issue the CAS for student as per to tier 4 and sponsor guidance. Students could lodge their visa applications at their respective British Ports for their Student Entry Clearance or at the UKBA for their extension of Leave to remain as a student. The college will send the pre Departure Guidance and Post Arrival pack to them.

1.7 Pre-departure briefings will consist the following:

- What things they need to pack
- Pre Departure Check list
- Checklist for immigration
- Flight and travel
- Meet and greet
- Arrival Check list

1.8 Post Arrival Pack comprises of the following:

- Airport Pick up
- Accommodation details
- College services
- Induction details

After getting the visa, the student must arrive and inform about their arrival at SIC within three days from the date of arrival. Then they could enrol prior to a week of their course start date, unless he/she notifies the college of any possible delay beyond his/her control and asks for approval to join within 3 weeks of class start date. The college don't arrange additional 'catch up' classes. Once the student arrives in the UK, he/she must commence lectures immediately. Unless this procedure is followed, the college forced to inform appropriate authorities.

1.9 Enrollment and Induction Programme

The Colleges Enrolment and Orientation is the same process, it as complimentary and potentially linked. It is very important that prospective students understand the nature and scope of the enrolment process. Non-completion rates are far higher amongst students who arrive post-enrolment, even where the College has made efforts to provide information.

During enrolment the College explains the institution's and the student's respective responsibilities, including towards UKBA, so that students clearly know what they can expect and what is expected of them during their time at the institution.

The enrolment and induction process helps (international) students in settle in, providing them with an opportunity to familiarise themselves with the services and support available, and to begin the process of integration with other students.

The enrolment and induction programme covers the following:

- advice on settling in and information on living in the UK
- details of social, sporting, spiritual (faith-based) and leisure facilities
- advice on recognising and dealing with cultural shock and sources of guidance and support

- arrangements for healthcare and personal welfare
- details on safety and personal security
- academic support, including for language proficiency
- support for careers education and guidance, including any opportunities
- the institution's definition of disability and the support that is made available for students in this context.
- Programme and Modules registration
- Student Finance and Payment plan options

In designing its programmes the College considers the needs of diverse groups of international students, such as those with dependants, mature students, and students studying at different levels. The College considers how best to facilitate integration between international and domestic students, if any.

Students' unions/associations can play an important role in facilitating integration between international and domestic students, and the College is advised to work with the students' union in this context.

The availability of services and support should be clearly and accessibly communicated to students. The College staff are appropriately trained and supported to understand the perspectives of students from different countries or cultures, in order to meet their needs.

The College makes explicit to international students their definition of disability, as some forms of disability may not be regarded as such in different cultures. This is to prevent international students from being excluded from support that may be available to them.

The services and support that the College makes available should include information about financial matters and any support schemes in the case of financial hardship.

The College considers signposting networks and events available via the local community, which can aid further with integration and inclusion and provide opportunities to experience UK culture.

Academic induction and learning and teaching

The College introduces its students into the UK Higher Education system and UK academic culture, including detail on what they can expect from their programme of study, what is expected of them, and the institution's rules and regulations.

The academic induction cover the following, some of which will build upon information provided at previous stages:

- learning and teaching methods
- assessment methods and criteria for assessment
- grading and classification systems where appropriate
- feedback on assessment - types and usage
- academic practice and unfair practice (for example, malpractice and plagiarism)
- learning facilities, including library resources
- the institution's expectations towards students as active and independent learners
- academic support including, the use of tutors and tutorials, and the role of research supervisors
- the institution's rules and regulations governing the academic experience including its complaints and appeals procedures
- opportunities for student representation and feedback.

The induction process should be undertaken in a timely manner and should be ongoing, focusing in particular on key points during the academic cycle, such as soon after arrival and during examination periods. The College should ensure that international students recognise and understand what constitutes academic integrity and what the institution's regulations are relating to academic malpractice, including its consequences.

Induction should prepare international students for an active and engaged student learning experience. As such, institutions should make international students aware of opportunities for giving feedback, for example through completing student surveys and taking part in focus groups, or through engagement with student representatives and the students' union.

After the induction the students has to appear an interview with the admission officer and the respective course leader to make sure the candidates are fit for the most appropriate programme which s/he is going to pursue on.

1.10 Pre exit Guidance

The College makes clear the regulations and practicalities involved in formally leaving the institution to ensure a smooth departure, so that international students understand what is expected of them and when (for example returning library books, closing of accounts, final payments of accommodation bills, and so on).

The College explains to international students details of the course completion process, and make clear to students what documents they will receive upon graduation, for example, a degree certificate, transcript or diploma supplement.

The College makes departing students aware of any services available to them after graduation such as access to alumni associations and employability support.

Activities relevant to the preparation of students to progress on from their current course of study

- Careers Information, advice and guidance will be available to students to support them in their progression to further study or employment.
- Pre-exit guidance will be provided both within course programmes and on a cross-college basis by lecturers, Student Advisers and the Student Services Team. This activity will include input on job-seeking, employability, applying to universities through UCAS and options for further study.
- The Admission office staff will work in conjunction with colleagues in the Student Welfare Unit to provide appropriate guidance to students progressing from Student Welfare, to a mainstream course.
- Where appropriate, the College will work in partnership with external specialist agencies and institutions to provide students with the most complete and up to date service possible.

1.11 Systems in Place to track the progress of Candidates

Student details will be entered in to the comprehensive database management system called College Management Systems (CMS). This system facilitates the college administration to track the students' academic and attendance progress periodically. The college academic committee will convene regular meeting to track the learners' progress.

Colleges initial review comments:

Meeting held:

Date:

Present:

Critical Alerts

The CMS must be capable of providing the following critical alerts in good time so that necessary remedial action can be taken. These are crucial to the maintaining of the Nine Points and the system needs to be able to notify the user of the following expiries - the box for required proof is to be completed as soon as possible with the proof of process and allocated role.

CRITICAL ALERT	COLLEGE PROCESS PROOF OF MEETING AND ALLOCATED PERSON ROLE
Passport Expiry	
Visa Expiry	
Course Start Date	
Course End Date	
Latest Start Date	
Attendance < 95%	
Attendance < 90%	
Attendance < 80%	
Contact Point > 3	

Additional:	
1 st Warning	
2 nd Warning	
Termination Warning	

(Policy behind the additional needs to be discussed)

College's initial review comments:

Meeting held:

Date:

Present:

2 ATTENDANCE RECORDS

- These are legal documents and are actionable in a Court of Law. The College has policies on attendance and the records of student attendance are vital to proving a student's hours and protecting their right to stay in the UK.
- Teachers are responsible to record attendance at class. This attendance record is given to the administration to upload it to the CMS. All attendance record is subjected to check and verify.
- All teachers are to note that they are employees of the college whilst in the building and subject to the policies that are in place. Completion of the records is mandatory and cannot be opted out. All the boxes on attendance sheet is mandatory to fill. **Attendance sheets with blank spaces are not acceptable under any circumstances.**
- It is noted that the intrusion of attendance recording compliance during classes is disruptive but they are necessary to ensure that students meet their required visa

obligations.

2.1 Attendance Verify

Compliance is based on regular online audit. A designated person always verifies as well as monitor student attendance. This monitoring allows for real time chase ups of non-attending students. The times of chase ups can be adapted to fit the College daily routine.

This is a vital component in the operation of the College where overseas/Tier 4 students are concerned.

2.2 Attendance Upload Procedure

- Authorised Person - to be named - to collect the attendance sheets at the stated college times - this may be at varying times of the day as a headcount at certain stages may be the preferred option prior to the main collection time for that class.
- Authorised Person - to be named - to check that ALL the relevant entries required by the teacher have been made on the sheet and signed off. Where there are errors or omissions these MUST be made apparent at the time of the collection or headcount. (The classroom checks should have been made at the respective times and corrections made in real-time).
- The Chase Up sheets - notes for absent students - should have been completed and notes placed against the student record on the CMS.
- Where the above has not been actioned then an immediate review needs to take place.
- Log onto the CMS as the Authorised Person for data entry
- Enter the results from the day's attendance sheet and ensure both matches. If queries then note and rectify- do not make changes without an investigation taking place
- Sign off the Attendance Sheet as Data transferred and file the Attendance Sheet securely as it is a legal and evidential document that MUST not be altered or tampered with.
- Check that ALL absences have notes against the electronic record.

College's initial review comments:

Meeting held:

Date:

Present:

2.3 Quarterly Internal Audit - QIA

Purpose

- The purpose of the QIA is to ensure that there is a visual ongoing process of maintaining compliance with current regulations and guidelines being backed up by hardcopy evidence.
- Development of the business and the future continued operation, in whatever format is decided, must be based on a continuous review of the preceding operations and effectiveness.
- The effectiveness of any operation can only be seen where there is documented, audited, reviewed and maintained records for reference.
- The QIA will be used to promote Best Practice within the college and to ensure that any issues relating to perceived non-conformity are raised and rectified in a timely manner much in the way of a self imposed action plan.
- The QIA will be reviewed on a yearly basis where compliance is seen to be being maintained.
- The QIA will remain a fixed policy within the college to ensure that the college meets any future changes – certainly with regard to UKBA/Home Office Immigration changes head on.
- The QIA is seen as being a pro-active tool in any operation and will be allocated to an individual who understands the ramifications of failing to maintain standards.

College's initial review comments:

Meeting held:

Date:

Present:

1. Quarterly College Quality Audit – Internal

Date:

A separate sheet should be attached to this record containing details of all checks made and then signed.

Audit Point	Consider
Random Check Ten Hardcopy Files	Check that all information matches the electronic record. Check all details are current and up to date. Check current visa details. Check current copies of passport. Check residential address and contact details are current. Where there are discrepancies these should be noted and an action taken.
Random Check 10 Class Room Attendance Sheet	Are they completed as per College policies? Are they signed? Does the attendance match the electronic entry? Does the entry for absence/sickness match the notes made on the Daily Chase Ups for Absent Students? Has the form been signed by admin? Any other concerns?

<p>Random Check Ten Electronic Records</p>	<p>Are the required documents uploaded? Do the passport expiry and visa expiry match –if not why not? Chase up and note. Is the current data up to date? Has a new CAS been issued? Is the student status correct? Any other concerns?</p>
<p>Sponsor System CAS report export (Provided by the Level One User)</p>	<p>Have students who have missed course start date been contacted? Have students who now show 'CAS USED' been contacted either for flight dates and visa copies or copy of visa refusal letter from British Embassy/High Commission visa office?</p>
<p>Attendance Reporting of students</p>	<p>Is college complying with own policy on warnings? Have responses been received from students? How many have been contacted? Have notes been kept on daily chase ups?</p>
<p>Staff Checks – Staff files</p>	<p>Files kept up to date? Visas still active? Any other issues?</p>
<p>College is able to include any other areas of audit they feel are part of a required process Additional to this audit check is noted below: 1. Percentages check against spreadsheet - suggested 2. CAS issued against Visas issued - suggested 3. Authorised Person carrying out checks</p>	

2. Quarterly College Quality Audit – Concerns Requiring Action

Date:

Audit Point	Comments Sheet
Random Check Ten Hardcopy Files	Students Checked/ include names and student ID/Location
Random Check 10 Class Room Attendance Sheet	Date/Time of Class and Teacher
Random Check Ten Electronic Records	Students Checked/ include names and student ID/Location
Sponsor System CAS report export (Provided by the Level One User)	SMS chase up flows – emails sent
Attendance Reporting of students	Concerns
Staff Checks – Staff files	Concerns
College is able to include any other areas of audit they feel are part of a required process Additional to this audit check is noted below: 1. Percentages check against spreadsheet - suggested	Comments

2. CAS issued against Visas issued - suggested 3. Agent Review and Talks Authorised Person carrying out checks	
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College's initial review comments:

Meeting held:

Date:

Present:

2.4 Yearly Review Quarterly Audits

Note: This review should contain four QIA. Dates of QIA included: _____

Persons Present – name and signature

Audit Point Being Reviewed	Comments or Action Points from QIA Compiled from the collated QIA sheets
Random Check Ten Hardcopy Files	
Random Check 10 Class Room Attendance Sheet	
Random Check Ten Electronic Records	
Sponsor System CAS report export (Provided by the Level One User)	
Attendance Reporting of students	
Staff Checks – Staff files	
Other	

Signed of authorised person

Colleges initial review comments:

Meeting held:

Date:

Present:

3.1 Significance of CAS Status Change

- ❖ **What do changes in Assigned and Used Signify?**
- ❖ **How do they benefit the College and how is this useful?**

All students when issued a CAS are assumed to be submitting it within a month of being given it or within a date that will allow them to gain a visa and attend in time for the latest start date. This is important as the financials must be kept up to date. Unless the agent is keeping up with the student and requesting the new bank statements, there is a possibility of visa application refusal for not having funds. This is not the fault of the College but will be seen to be so where an agent may be used – see disclaimer further on.

The marketing department or agent must keep up to date with the ASSIGNED and the USED CAS issues as these are the ones that change.

Q. What does changing from ASSIGNED to USED mean?

A. If a CAS has changed to USED, this means that the student has submitted the application for visa with the CAS and a decision has been made on the visa.

Q. Has the student received the visa or been refused?

A. If they have made the application in person – which is the usual case overseas - a decision is usually made there and then. Where it has changed to 'Used' then the College or agent needs to be chasing up the student to find out when they are planning to travel looking to enter the UK. This needs to go onto the College system as a note/correspondence.

If the student was already in the UK student who was extending their visa then – if applying in person – they should be able to be given an immediate response decision or – if by post – within 4 weeks be given a reporting date for biometrics / a refusal or an updated biometric request.

The students already in the UK are important to chase as, if they have their application for an extension refused, they have limited time to lodge appeals and are considered to have overstayed their leave to stay if they do not return to their country or submit appeal papers.

In any case the College needs to take copies of any documentation – seen and confirmed against originals – and scan to system. Be careful to note any removal orders attached to the refusal as this will indicate if you need to actively terminate the student's enrolment.

The change to USED allows the College to actively monitor and track the student and place

notes against their own system. For meeting the requirements for monitoring and tracking this is an ideal tool and shows that the College is actively using the SMS for specific marketing and agent tracking purposes.

College's initial review comments:

Meeting held:

Date:

Present:

3.2 Pre UK arrival CAS Follow up process

- Remember to export the CAS totals on a Quarterly basis and analyze for changes.
- Important to do this on a regular basis and essential before the start of main sessions.
- Note: The student status needs to be changed manually by the Entry Clearance Officer in-country so there may occasionally be a student whose status has not changed, i.e. an error has occurred.
- Following this process will reduce this significance of this issue as any student who is still showing as 'Assigned' will need to produce evidence of any refusal or other issues.
- This procedure should meet and exceed the requirements for Pre-UK arrival for Monitoring and Tracking Students and the College will use the Sponsor System CAS report for the following:

CAS status remains ASSIGNED two weeks prior to the course start date

- The College will contact the student to find out the reason for not submitting the CAS for the purposes of obtaining the visa -If legitimate reason then a note must be added to the College student record and a date set for a further chase up.
- If student states they are not going to study then get written confirmation and then WITHDRAW the CAS using the sponsor system and place a note on the record.
- If student states they wish to defer then consider WITHDRAWING the CAS and making note on the sponsor system. (This will prevent the student possibly using the CAS for obtaining a visa and thus placing the College in risk of losing the Tier 4 sponsorship licence)

CAS status showing USED - two weeks prior to the start of the course

- The College will contact student to find out if they have been refused or issued a visa.

If refused then a request for a copy of the ECO Refusal Letter will be required so that responsibility can be apportioned and a possible Admin Review considered.

- Notes will need to be created on the College student database and the hardcopy file updated.
- If visa has been issued then a scan will be requested of the visa, from the agent or the student, with a date on which the student is expected to arrive in the UK for course enrolment.

CAS status showing USED – student has missed the initial start date of the course

- Then the College will contact the agent/student to find out if the visa has been issued or refused. If refused then a request for a copy of the ECO Refusal Letter will be required so that responsibility can be apportioned and a possible Admin Review considered.
- Notes will need to be created on the College student database and the hardcopy file updated.
- If visa has been issued then a scan will be requested of the visa, from the agent or the student, with a date on which the student is flying to the UK for enrolment.
- (Note that the student may already have been contacted previously)

CAS status USED and the latest start date is approaching – within 10 days

- The College will have already contacted the student as in the Actions noted above. This is a courtesy contact but should still follow the process.
- If refused then a request for a copy of the ECO Refusal Letter will be required so that responsibility can be apportioned and a possible Admin Review considered.
- Notes will need to be created on the College student database and the hardcopy file updated.
- If a visa has been issued then a scan will be requested of the visa, from the agent or the student, with a date on which the student is expected to arrive in the UK for enrolment. The College MAY have to consider a short extension letter or withdrawing the sponsorship – there are limited mitigating reasons for deferment and the UKBA must be notified.
- The above is seen as pre-emptive action and should be employed without any exceptions. A student who misses their latest starting date without informing the College of the reasons may be refused entry and will indicate to UKBA a failure on the part of the College to track the student.

Summary:

The College will actively promote the usage of the Sponsor Management System and the

CAS status notification for the purposes of pro-actively tracking the students prior to their arrival in the UK. Where no responses are received then the College will send a notification of withdrawal to the student or the agent.

College's initial review comments:

Meeting held:

Date:

Present:

4 AUTHORIZED ABSENCES AND LETTER ISSUES

The College is not able to authorize any absences other than for holidays or for official appointments that cannot be undertaken except during allocated timings of the College tuition hours.

A student needs to be reported as absent until such times that a note is produced from:

- ✓ Solicitor
 - ✓ Immigration representative
 - ✓ Hospital
 - ✓ Doctor
 - ✓ UKBA – e.g. Official Biometric Appointment
 - ✓ Other agreed in advance that is unavoidable
-
- A pre-arranged appointment does not mean the student has/will attend so a default to absent until the note is validated by the relevant authority area and given to the Student Services or allotted representative
 - Where the college has to be closed for emergencies then this is authorized absence.
 - Public Holidays and relevant religious day are considered authorized absence. (A student who may attend prayer meetings should do so outside their study periods and as such should arrange their specific education times so that the prayer meetings do not coincide with required study hours)

A List of Agreed Authorized absence dates must be displayed so that students are fully aware of the requirements.

A student must remain as marked 'Absent' until written proof of attending the appointment

has been provided. A copy of this evidence is to be taken and placed in the student's file. The provision of an appointment card is not necessarily an indication of actual attendance.

Colleges initial review comments:

Meeting held:

Date:

Present:

5 INTERVIEWS – ENGLISH - INTENT AND ABILITY

Skype Interviews

To cover the four areas of: Reading, Writing, Understanding and Spoken English

The changes to the current Tier 4 system are unclear in respect of the English language assessment as the Statement of Intent and the subsequent notification after the policy guidelines were issued indicate a conflict. Whether the changes will force a Secure English Language Test (SELT) into practice is not confirmed, as yet, but issues have been raised over Skype and also Face to Face (F2F) interviews with documentary evidence not being provided.

The following is for discussion and implementation.

16.1 Skype/Telephone Interviews.

- Must be recorded and saved to a secure server.
- The recording can be used as evidential proof and can be alluded to and accessed should there be accusations of malpractice.
- A screen shot of the person being interviewed **MUST** be taken and stored on the electronic CMS
- Any written or typed information – as part of the process must be printed and kept on

record for evidential purposes.

- A standard form to be kept for each Skype interview
- A set copy/paste of the course to be taken must be given to the student to read and kept as part of the recorded interview.
- In order to meet the requirement for writing, the student must type the answer to at least ten questions that require more than one word answers.
- Student MUST be asked about dependents and plans for family – certainly where the student is female and concerns over subsequent dependent letters have been requested or not stated on the original application.
- This also relates to pregnancy and the college MUST avoid enrolling students in this case.

Skype Interview Format

Date:

Time:

Person Taking Interview: _____

Prospective Student:

Family Name

Given Name

DOB

/ /

- Confirm identity – show passport to camera and take screen shot.
- Explain process
- Complete form
- WILL NOT TELL WHETHER SUCCESSFUL AT END OF INTERVIEW.
- Email result or tell agent
- Covering Reading, Writing, Spoken and Understanding.
- Will have to read and type during the interview.
- Given relevant sections to read from course they have selected to study
- Then general questions selected from the agreed Checklist to include dependents, finances and post study return to country intentions.

Statements above signed off by the interviewer.

Time:

Assessment Proof – how evidenced

Reading	
Writing	
Understanding	
Spoken	

Assessed Level by interviewer (B1 minimum in all four areas for less than level 6 / B2 minimum for level 6 and above)

(Student must be able to follow a business course so understanding and reading MUST be high B1 borderline B2)

Pass / Fail

Comments

Signed and dated by interviewer

Pass to Admin for disposal – date:

Face to Face in-country Interviews.

To cover the four areas of: Reading, Writing, Understanding and Spoken English

The changes to the current Tier 4 system are unclear in respect of the English assessment as the Statement of Intent and the subsequent notification after the policy guidelines were issued indicate conflict. Whether the changes will force SELT into practice is not confirmed, as yet, but issues have been raised over Skype and also F2F interviews with documentary evidence not being provided.

The following is for discussion and implementation.

Face to Face In Country Interviews.

- Digital Photograph Must be taken and recorded.
- The photograph may be used as evidential proof and can be alluded to and accessed should there be accusations of malpractice.
- The text and written information used to assess the student must - as part of the process - be copied and kept on record for evidential purposes.
- A standard form to be kept for each face to face interview
- A set of use and sign text extracts of the course to be taken must be given to the student to read and kept as part of the face to face interview.
- The student in order to meet the requirement for writing must write a statement of intent in the presence of the assessor and answer at least ten questions that require more than one word answers.
- Student **MUST** be asked about dependents and plans for family – certainly where the student is female and concerns over subsequent dependent letters have been requested or not stated on the original application.
- This also relates to pregnancy and the college **MUST** avoid enrolling students in this case.

Face to Face Interview Format

Date:

Time:

Person Taking Interview: _____

Prospective Student:

Family Name

Given Name

DOB

/ /

- Confirm identity – show passport and take photograph for records – time stamped - digital.
- Explain process
- Complete form
- WILL NOT TELL WHETHER SUCCESSFUL AT END OF INTERVIEW.
- Email result or call agent
- Covering Reading, Writing, Spoken and Understanding.
- Asked to read section from chosen course and provide written statement of intent.
- Given relevant sections to read from course they have selected to study
- Then general questions to include dependents, finances and post study return to country intentions.

Statements above signed off by the interviewer.

Time:

Assessment Proof – how evidenced

<p>Reading (Provision of attached text from chosen study subject and signed by student and Interviewer)</p>	
<p>Writing (Provision of statement of intent or other sample as attached)</p>	
<p>Understanding (Asked questions</p>	

<p>pertaining to chosen studies)</p>	
<p>Spoken (Face to Face Interview)</p>	

Assessed Level by interviewer (B1 minimum in all four areas for less than level 6 / B2 minimum for level 6 and above)

(Student must be able to follow a business course so understanding and reading MUST be high B1 borderline B2)

Pass / Fail

Comments

Signed and dated by interviewer

(All used evidence to be attached and copied)

Pass to Admin for disposal – date:

College's initial review comments:

Meeting held:

Date:

Present:

|

6 VISAS AND NON-PROVISION OF EVIDENCE OF CURRENT RESIDENCE STATUS

The provision of a current visa to ensure the legal status of the student and to indicate that the College is adhering to current immigration tracking guideline requirements is **mandatory** and the process below, with form to be filled, should meet these adequately. There is the need for human intervention and flagging so an allocated role **MUST** be put in place. All front line admin staff dealing with student documentation **MUST** remove the human element in cases where the College may ultimately lose the Tier 4 sponsorship license.

Meeting the requirement **MUST** be the first priority

Procedure for non-production – MUST be followed

1. Admin request student for copy of current visa to prove legal status in the UK and to be able to study/continue to study.
2. Student is unable to provide this – or unable to provide the original
3. Admin to produce form and complete all parts.
4. Admin to state that a requirement for the College and proof is required of actions taken which protects the college and ultimately the student as well.
5. Student is to sign the form.
6. If student is unable to provide any reasonable proof this is to be noted and a date – no longer than a month is to be given for the student to produce this information from a reliable source. (Home Office/UKBA letter – solicitor/ Appeal documentation) Any documented proof is to be noted as seen against original and attached to the form being completed.
7. Admin to complete the form and sign off with the date being completed.
8. A note is to be made of the flag date for reply and a copy of the letter may be given to the student as proof of request made.
9. Student **MUST** be informed that failing to provide the information **WILL** result in a report being sent to the UKBA for their attention and decision.
10. End process

Non-Provision of Current Visa

Official college record for UKBA guidelines regarding tracking and monitoring

- Copy to be retained in the student record
- Note to be made on CMS for any chase ups – no later one month
- Note may be used for records to UKBA

Request made date:

(Reason for request is to ensure that the student remains legally here in the UK with current status and requirement by UKBA)

Student comment: (Not provided post CAS submission / Ongoing Appeal / Other – state:)

Student Signature:

Admin Only - Proof shown- Take copies and note any concerns:

Admin Only:

Student requested to provide up to date correspondence? Y N

Reason:

Date to be provided by? (No later than one month) / /

(To be read to student: Failure to provide any written proof of your status in the UK will involve a report being sent to the UKBA for a decision to be made or for their comments. The College will continue to offer services that have been paid for but will be required to take further action to ensure that it does not breach the UKBA guidelines on illegal employment and other immigration related rules)

Further Admin Comments:

Signed by authorised admin person:

Date:

Attach any copied documents to this sheet.

[College's initial review comments:](#)

Meeting held:

Date:

Present:

7 STUDENT PROGRESSION

Student progression is to be monitored by all staff involved and must be updated either in hardcopy or electronic format.

Where a student fails to achieve the progression required but evidence shows willingness and commitment then this must be made available. For the purposes of extending a visa this information will be vitally important.

Student Academic Progress Monitoring Procedure

Following procedures must be followed

- Each student meets regularly with their academic tutor to review their progress, set personal targets and evaluate their successes.
- As students progress through the College, they are encouraged and enabled to take appropriate pathways which best suit their own educational needs.
- They are guided and supported in making these choices by teaching staff and academic tutors.

POLICY

- Academic progress is determined by a review of both attendance and academic performance as evidenced by the results of monthly class tests.
- College will monitor the academic performance and attendance of all College students. Where students are identified as at risk of poor performance or poor attendance intervention strategies will be implemented.
- College will monitor record and assess the course progress of each student for each unit of the course for which a student is enrolled. All students' academic and classroom performance is monitored and Lecturers are required to identify any student whose behaviour or academic performance indicates they may be at risk of failing to achieve satisfactory course progress. Lecturers will arrange to counsel students and discuss strategies to assist the student to achieve course requirements.
- A study period is a "A discrete period of study within a course, namely term, semester, trimester, short course of similar or lesser duration, or as otherwise defined by the registered provider as long as that period does not exceed six months."
- In order to achieve satisfactory course progress students must pass their course as

enrolled each term/semester.

- Students identified will be counselled by Academic Director or delegate.
- Students that have failed to meet satisfactory course progress requirements will be notified in writing of its intention to the student and their sponsors.

PROCEDURE

College Lecturers who identifies a student at risk of not meeting academic progress during classes will make contact with student during class time or other, to arrange an appointment to discuss the student's academic progress and offer assistance and support services. Discussion and actions will be recorded on the student's file and monitored during the term/semester.

Students at risk will be identified on the basis of results confirmed by Academic staff at the end of each term or semester (depending on the program).

Students who have been identified as 'failed' will be required to meet with the Principal or Head of the Department to identify reasons for unsatisfactory academic progress. The Head of the Department and student will agree on actions for assistance and support services.

Students who fail 50% or more of the subjects in which they are enrolled in any one semester will be required to meet with the Head of the Department to identify reasons for unsatisfactory academic progress. The Head of the Department and student will agree on actions for assistance and support services.

Options presented to students will take account of previous attempts at the same course or units of competency, attendance, feedback from lecturers and information provided by the student in support of his or her continuation in the program.

As a result of the meeting with the student and any subsequent investigations, the Head of the Department will decide whether the student will be allowed to continue his or her enrolment. Documentation relating to this process, including decisions made and copies of communications with the student will be kept on the student's file

Where a student initiates an appeal against his or her grades, the Head of the Department will take account of the outcome of this appeal and will not finalise his or her decision until the appeal process is complete. If the appeal is upheld, the decision will be overturned and, if necessary, a further meeting between the student and the Principal will be held to determine

further intervention strategies.

Progression Report

A progression report must be provided monthly to the Principal and to the Level 1 User for each student and for each subject/module currently being studied. This is a vital component of meeting compliance and maintaining the UKBA Tier 4 sponsor licence. The report will also indicate whether changes are required to the format of the course being provided or the way it is administered. Where students are regularly failing at exams then concerns will be raised over the ability of the College to provide and offer the tuition which may result in the loss of the licence or a sponsor action plan.

Action plans are to be avoided.

College's initial review comments:

Meeting held:

Date:

Present:

8 REGULAR STUDENT DOCUMENTATION REVIEWS – SINGLE PAGE STUDENT FILE REVIEW

College practices along with QIA's should reduce the need for this type of review of documentation. This form should form part of a longer term based audit/ batch audit to ensure that the QIA and in house practices are being maintained and that the reviews in place are effective. The form can form part of the QIA as a matter of policy.

The hardcopy information must always match the electronic version. The flagging system for any College is based on the input of correct information. Where this is not found to be correct then concerns will be raised over integrity, competence and ability to provide efficient administration.

The form is shown on the next page and can be reviewed using the comments below:

College's initial review comments:

Meeting held:

Date:

Present:

Student File Review Form

Date of check:

Part of named review Y N

Reason:

Reviewer:

File check

Student Family Name:
 Student ID:
 Current status:
 Attendance % to date of review

Point	Comment
Completed Student Application Form	
Conditional Letter	
UC Letter	
Passport Copies – Seen against Originals	
Passport Photographs	
Work experience	
Academic Documents for assessment	
English Assessment	
Passport Expiry	
Visa Expiry Date	
Enrolment Form	
Induction Form	
Other Correspondence	List and reason

Checked against electronic record Y / N Date:

Record correct Y / N

Additional comments

Follow up

Sign off and transfer to

College's initial review comments:

Meeting held:

Date:

Present:

9 ANNUAL REVIEW OF COMPLIANCE WITH IMMIGRATION RULES

At least every 12 months, the College will undertake a detailed review of all staff and all students to ensure that all aspects of the Immigration Rules are observed. This task will be overseen by the Principal and will entail detailed examination of the document records maintained in all personal files. Where action is required to correct any deficiencies or other lapses, these must be corrected as a matter of urgency.

All Tier 4 students and all staff with UK residence permits will be required to provide their passport annually for audit purposes. On each occasion, all pages of the passport, including the covers, will be copied and attested by the Principal with a signature below a handwritten statement 'original seen and verified', the date of checking and the College stamp.

Where, for example, it is found that any staff no longer have the right to work in the UK, their employment must be terminated forthwith. Full copies of passports of all non-UK staff and students must be maintained and be currently valid. Residence visas must also be currently valid.

The Staff Handbook includes a statement that staff requiring UK residence permits with declared permission to work must maintain these and that the contract of employment with the College will cease to be effective immediately and without notice if the residence permit expires.

College's initial review comments:

Meeting held:

Date:

Present: