

3N Enrolment: Procedure

1. SCOPE AND PURPOSE

- 1.1 This document outlines the procedures to follow for BU and Partner staff about enrolment. It applies to all BU Programmes including those delivered by Partners through the franchise model.
- 1.2 Partners with programmes delivered through the validation model should refer to the *Validation Operations Manual*, for further information on the enrolment procedure and responsibilities for validated provision.

2. KEY RESPONSIBILITIES

- 2.1 It is the responsibility of the Student Lifecycle Team to ensure that these procedures are kept up to date. Student Lifecycle also send Welcome Emails, support students through the enrolment process, and train relevant staff.
- 2.2 It is the responsibility of the Faculty/Partner to ensure that these procedures are followed, and that any queries are discussed with Student Lifecycle. They must also ensure that if a student joins a BU programme outside of the central enrolment periods that the correct process is followed and that any queries are discussed with Student Lifecycle.

3. ACCESSING OTHER RELEVANT BU DOCUMENTS

- 3.1 All documents can be accessed [here](#).
- 3.2 Other documents with direct relevance to this are:
 - *3B Admissions Policy: Taught Programmes (excluding apprenticeships)*
 - *3E – Admissions Policy for Applicants with a Criminal Record*
 - *3F - Proof of Qualifications and Identification: Procedure*
 - *3G - Student Name: Policy & Procedure*
 - *Fees Policy*
 - *Validation Operations Manual*

PROCEDURE

4. OVERVIEW

- 4.1 Enrolment procedures are the same for undergraduates and taught postgraduates. There are some differences detailed later for FHSS Post-Registration students in section 8 and Postgraduate Research students (PGRs) in section 9.
- 4.2 New entrants are sent a Welcome Email with details about where and when their first session at BU will take place and how to enrol on their programme. The first step is to complete Online Registration (OLR) and then to complete Online Enrolment (OLE). Once Induction Week begins, they must also collect their Student ID Card to give them access to certain rooms and

facilities. The online process is tailored to different types of student, for example, depending on what level they are studying, whether they are from the UK or International, and how they plan to pay their fees. If students have questions while completing OLR or OLE they are instructed to contact AskBU.

- 4.3 Continuation students must re-enrol each year by completing Online Registration (OLR). They do not need to do OLE or collect a new smartcard.
- 4.4 In this procedure, in relation to any student "enrolment" means all the registration and enrolment processes described in this document which are applicable to that student.

5. ENROLMENT OF NEW STUDENTS

- 5.1 Soon after A Level results day for September cohorts, or after the Christmas break for January cohorts, Student Lifecycle will send a Welcome Email to all new students with instructions about how to register online using MyHub. The email includes information about what documents they will need to complete their registration and also details of where and when their first session at BU will take place. Partners provide additional emails containing arrival information for their students.
- 5.2 Online Registration (OLR) captures a wide range of data that BU requires for the student record. It also commits the student to paying their tuition fees and they must accept the Student Agreement during this process. Once a new student has completed OLR, a further email is sent with information about how to complete the next step, called Online Enrolment (OLE). This email contains a list of documents the student must provide copies of during OLE, which is tailored to their circumstances, and may include:
 - ID
 - Qualifications
 - Proof of Visa status
 - DBS and Occupational Health checks
- 5.3 When new students have completed this process and submitted their documents for checking, colleagues from Student Administration, the International Admissions Team (IAT) and the Immigration Advice and Compliance Team (IACT) will pass or fail the documents submitted and where possible make the student enrolment record 'Live'. Students who do not pass the checks will be sent an additional email advising them what evidence is required to be made Live and fully enrolled.

UK students will usually be considered to have completed the enrolment process and will be given "Live" status on the student enrolment record once they have completed OLE and passed the document check in section 5.3. International students will usually need to complete an additional step after completion of OLE and passing the document check in section 5.3 in order to complete their enrolment and be given "Live" status on the student enrolment record. This is an in-person meeting at which they will be required to show their immigration documents for checking by a member of University staff. These checks will be carried out by the Immigration Advice and Compliance Team.

- 5.4 Both IAT and IACT must ensure they have enough staff to carry out their specific tasks for the international students (see *3F - Proof of Qualification and Identification: Procedure*). These tasks are:
 - IAT – Checking Identification and proof of qualifications for all non-UK students
 - IACT - Visa checks for all non-UK students
- 5.5 Student Lifecycle is responsible for arranging a Student ID Card collection event for new students in September and January. Student Lifecycle will provide
 - A venue that is set up for the activity, including all the required equipment.
 - Enrolled students with ID cards on the day.
 - Where possible, adjacent space for Immigration checks to be carried out.
- 5.6 Student Lifecycle will provide Partners with the Student ID Cards. Partners should normally arrange their own local ID Card collection.

6. STUDENTS ARRIVING WITH AN INCOMPLETE ENROLMENT

- 6.1 This section applies to students who have commenced the enrolment process and are in a position to attend campus to take part in face-to-face teaching and learning activities on a regular basis from or before the course start date, but have not completed the enrolment process by that date. This means that their status on the student enrolment record is not yet “Live”. Whilst the University is waiting for the enrolment process to be completed these students are allowed to attend teaching sessions and are granted temporary IT and Library access rights. Enrolments may be incomplete for a number of reasons:
- Incomplete Online Registration (OLR): these students will show as Provisional (P) status in the student record system.
 - Outstanding tuition fees: these students will show as Live with Debt (LD) status in the student records system.
 - Outstanding Online Enrolment (OLE): these students will show as Registration Complete (RC) or Registration Complete with Debt (RD) status in the student records system.
 - Outstanding visa checks, qualifications, or ID: these students will show as Provisionally Live (PL) in the student records system.
 - Outstanding DBS and or Occupational Health checks – the UK Admissions Team (UKAT) will be responsible for contacting students who have outstanding actions such as DBS and Occupational Health for 2 weeks after enrolment. After this, the responsibility will be passed to the faculty to ensure these actions are carried out by the students.
- 6.2 Students with incomplete enrolments will be made aware by system-generated chaser emails that being fully enrolled is a condition for them to continue on their course and the process must be completed as soon as possible, normally during Induction Week. All students must complete enrolment within one month from the course start date at the very latest, which allows for any exceptional circumstances (e.g. waiting to receive their original certificates, or transfer of money being processed).
- 6.3 Student Administration will run an automated process to mark all incomplete records for new students as Did Not Enrol (DNE) one month after Induction Week, ahead of the HESES Audit. Student Lifecycle will notify the Faculty/Partner of the records with incomplete enrolments ahead of this. A similar process will be run after the final start date for each course to mark as DNE any student who agreed late start under section 7 but did not meet the requirement in section 7.3.
- 6.4 Programme Support Team Leaders (PSTLs) and Partner staff should monitor their incomplete enrolments, including Provisionally Live students, and follow-up any outstanding cases. They should inform students still showing as incomplete about the consequences of not finishing the enrolment process, ultimately that they will be excluded from the course and all their access rights will be cancelled.
- 6.5 Finance will follow up any students Live with Debt or Registration Complete with Debt as provided for in the Student Debt Management Policy.
- 6.6 Student records cannot be deleted if the student has attempted OLR, or if an invoice has been attached to the student record, or if there is a CAS present. If any of these have occurred the record will be updated with a status of Did Not Enrol (DNE).

7. LATE START (New students on Taught Courses)

- 7.1 This section applies to new students on taught courses. In this section, “ready to engage in BU study” means that a student has either established themselves in the Bournemouth area or made other accommodation and travel arrangements such that they are able to attend campus to take part in face-to-face teaching and learning activities on a regular basis in accordance with the University’s Engagement and Attendance Policy and Procedure.
- 7.2 BU considers that where a student starts their course late this will have a negative impact on their student experience. Students will be informed that they should start their course on the course start date specified in their offer letter, and this means that they should be ready to engage in

BU study from the course start date.

7.3 Any student who may not be able to engage in BU study by the course start date:

- must notify the University. The University will communicate the notification arrangements to offer-holders.
- will only be able to start their course late if this is agreed by the University under this section and they are ready to engage in BU study by the final start date notified to them. Any new student who does not meet these requirements will be refused enrolment and engagement in studies even if they arrive at the University in person after the final start date.
- may be asked to undertake face to face check-in activities on campus at BU or provide information to BU to demonstrate that they were ready to engage in BU study by their final course start date.

7.4 Prior to the start of the enrolment process, the Deputy Dean of each Faculty will set the final start date for each course delivered by their Faculty in accordance with section 7.6. This will be no later than the date one month after the course start date and no student will be permitted to start after that date even in exceptional circumstances. The final start date may be the same as the course start date, if it is considered that activities taking place in the first week of the course are essential to enable students to successfully participate in their programme of study.

7.5 A student will be permitted to start their course after the course start date only if:

7.5.1 The student identifies exceptional circumstances (such as health, bereavement or delay in visa processing) which are causing the delay to their start but are not likely to prevent them from starting by the final start date for their course. If the cause of late arrival is delay in visa processing, late start will only be agreed if the International Admissions Team has confirmed that it is reasonable to expect that the student will receive their visa in time to make arrangements to arrive by the final start date; and

7.5.2 The Deputy Dean of the relevant Faculty agrees to the late start under section 7.7. Under section 7.7 the Deputy Dean may give advance agreement to late start arrangements for a number or category of students, for example agreement to late start by a specified date for all students who request late start and confirm they will be ready to engage with BU study by that date or for a specified number of such students on a first-come, first-served basis. Where there is no applicable advance agreement, a student's request for late start will be determined on an individual basis.

7.6 When setting final start dates for courses in their Faculty and in deciding whether late start can be agreed under section 7.5 a Deputy Dean will consult with the Programme Leader and consider:

- the course content and delivery structure and the extent to which it will be reasonably possible to support students in catching up with their studies.
- the impact of late start(s) on staff and/or other students (this includes taking account of the number of students in the relevant Department who are requesting or have already agreed late start); and
- when considering requests on an individual basis, whether the student has complied with section 7.3. and whether the student has confirmed they understand the impact of late start and are willing to undertake the work required to catch up with their studies;

For the avoidance of doubt, the Deputy Dean may agree late start for some students and not others on the same course or in the same Department and in doing so may give priority to students who have notified and agreed late start in advance as required under section 7.3 over any student who is ready to engage with BU studies but did not notify and agree late start in advance.

7.7 Partners should consult the relevant BU Link Tutor regarding any students that wish to start after

the course start date and take into account the BU Link Tutor's view and the impact of late start on student induction and achievement before taking a decision on whether to agree to late start.

7.8 The International Admissions Team will communicate with students about late start requests and will notify students as to whether late start is agreed and, if so, the final start date which applies to them.

7.9 Where the University establishes or reasonably determines that a student will not be or was not ready to engage in BU study by the final start date applicable to them BU will:

- confirm to the student that they cannot now start the course in that semester.
- invite the student to defer to the next course start date.
- where feasible and with appropriate notice to the student, withdraw the student's Confirmation of Acceptance for Studies (CAS).

7.10 Where a student's late start is agreed under this procedure, the student is still required to complete the enrolment process prior to their final start date (except for any elements of the process which can only be completed in person at the University) so that the student will go Live as soon as possible after they are ready to engage in BU study. This requirement will be stated in pre-arrival communications.

7.11 The Faculty/Partner will be sent information on students that have not completed OLR, as indicated by a Provisional (P) or Registration Complete (RC) status in SITS. These students will also be emailed centrally asking them to complete online registration or enrolment. They should be directed to AskBU for help to complete OLR or Finance for outstanding fee payments or fee related queries. Once OLR is complete they must successfully finish OLE and pass the checks to be made Live in SITS, after which their ID card will be printed for collection.

8. HEALTH & SOCIAL SCIENCE STUDENTS (FHSS)

8.1 The Faculty of Health & Social Sciences have post registration Nursing and post qualifying Social Work intakes throughout the year and for this reason enrolment for these courses is devolved to the Faculty.

8.2 All pre-registration UG programmes follow the standard process in section 5.

9. POSTGRADUATE RESEARCH (PGR) STUDENTS

9.1 New Postgraduate Research students complete OLR and OLE as usual if they are starting at BU in September or January when OLR and OLE are provided by Student Lifecycle as part of the central enrolment process. The Doctoral College staff then check the submitted documents for PGR students in Online Enrolment.

9.2 As there are three scheduled intake points throughout the year the Doctoral College have an additional process to enrol students outside of the central enrolment period. It is the responsibility of the Doctoral College to ensure that the enrolment process is completed. Once the ID and qualification checks have been carried out and the students have been made Live, Student Lifecycle will provide the Student ID Cards to the Doctoral College for distribution.

10. CONTINUATION ENROLMENT

10.1 Student Lifecycle is responsible for emailing all the returning students informing them how to re-register online. Students that have a resit will be excluded from the initial mail out as they will not be able to progress until they have successfully completed their current stage. Any students with outstanding fees from previous years will be unable to re-register online (see section 11).

10.2 The Faculty/Partner will arrange their own welcome back sessions and should direct any returning students with queries regarding OLR & fees payment to AskBU. Partners can contact - AskBU@bournemouth.ac.uk or phone on 01202 969696.

- 10.3 Student Lifecycle will create a provisional enrolment in the student record system for all relevant students based on the progression codes entered into the system as a result of the summer Assessment Boards and subsequent resit boards.
- 10.4 Exceptionally a student in the Faculty of Health and Social Sciences with an extension past the assessment board or with an outstanding resubmission may be allowed to enrol 'at risk' onto the next level of study so that they do not miss any teaching while the outstanding assessment is completed. Before enrolling at risk, the Faculty must clearly communicate the risks and implications to the student.
- 10.5 Students from other Faculties are allowed to carry credit unless stated otherwise in the programme specification for their course. This means that the student is enrolled onto the next level of study carrying a unit from the previous level. Fees are charged for the full academic year and the student is not charged for the carried unit.
- 10.6 Any student who has not completed OLR or payment will be indicated with a Provisional status in SITS. Students should contact the AskBU if they have a query completing OLR or Finance for outstanding fee payments or fee related queries. Once re-registration is complete the enrolment will automatically be made Live in SITS and release their student loan (if applicable) within 3-5 working days.
- 10.7 If there are any continuation students that are still Provisional one month after their expected return date, the Faculty/Partner will be contacted to actively chase these students prior to the HESES audits. If these students are still Provisional after this audit their IT accounts may be temporarily frozen and the student will ultimately be withdrawn for non-completion of enrolment.
- 10.8 Students on PGT Programmes which commence in January and have a 24-month duration that ends with a placement will be invited to re-enrol at the beginning of June, prior to the placement unit starting. These students must complete OLR and pay their placement fee by 25 July at the latest. Failure to do so means they will be transferred to the non-placement version of the course instead. If they are a student that is currently sponsored by BU for a Student Visa this will be reported to UKVI upon publication of their final result and will have visa implications.

11. STUDENTS WITH PRIOR YEAR OUTSTANDING DEBTS

- 11.1 Students with an outstanding academic debt from the previous academic year, who do not have a valid instalment payment plan already in place, will not be granted access to re-register online and will not be entitled to any payment in relation to a bursary or scholarship. See section 8 of the Fees Policy.
- 11.2 Where a student is in this situation they will be unable to continue with OLR & payment and will be shown the following message:
- From our records we understand that you have outstanding debt with the University. This needs to be paid before you can complete online registration for this academic year. Please contact finance as soon as possible to make payment.*
- Many thanks,
The Finance Receivables Team
01202 961600
fees@bournemouth.ac.uk*
- 11.3 Students who wish to re-register will need to contact the Finance Receivables Team and arrange either full payment or agree an instalment plan.
- 11.4 Arranging prior year/s debt or making payments must be by one of the following methods:-
- Immediate full and complete payment of outstanding debt
 - Debit/credit card instalment (Subject to credit rating with BU) with 1st payment having been successfully processed and paid immediately.
 - Deferred debit/credit card full payment - No later than mid-October (i.e. low value outstanding debt of less than £100.00)

Please note: there is no minimum amount of debt. If the student has a debt from the

previous year or before, they will be unable to re-register.

- 11.5 Once one of the above payments (or financial agreements) has been processed by F&P, SITS will be updated to allow the student to re-register for the current academic year. F&P will advise the student that they can complete OLR.

12. REFERENCES AND FURTHER INFORMATION

- 12.1 Further information or guidance on any aspect of this procedure is available from studentlifecycle@bournemouth.ac.uk.
- 12.2 This procedure was reviewed according to the University Equality Analysis Procedure in May 2022.