


Title:	Enrolment Policy and procedures		
Policy No.: 09Q	Version No.: 1		
Document author: Patrick	Document owner(s): Patrick Mccarthy		
Approval date: 21/03/2025	Approved by: DOS, Director		
Next Revision:	Not later than 24 months from issue date		

Purpose

The purpose of this policy is to inform management of how students should be enrolled at the school

Scope

This policy applies to the director, DOS and admin staff.

Enrolment Procedure

Below is the enrolment procedure for a student coming from a visa requiring country (i.e China).

1. Students booking through an agent:

Step 1

Where student books through an agent:

On the student's behalf, agent completes an enrolment form with relevant information about the student such as course schedule, approximate level, start date etc. Agent must notify the school by email that the enrolment form has been completed and attach a copy of the passport.

Note: Some agents will use their own enrolment form and share with the school.

Where student contacts the school directly:


Student sends an enquiry to the school via the enquiry form on the website, direct email, phone, Whatsapp etc.

Step 2

School owner will respond to the agent/student, typically with a template email which has been created in our Fidelo software. This email will include the student invoice, terms for the student to sign, school brochure and other marketing information.

Step 3

Student/agent makes payment to the school's Transfermate escrow account.

Title:	Enrolment Policy and procedures		
Policy No.: 09Q	Version No.: 1		
Document author: Patrick	Document owner(s): Patrick Mccarthy		
Approval date: 21/03/2025	Approved by: DOS, Director		
Next Revision:	Not later than 24 months from issue date		

Step 4

When the funds arrive in the escrow account, school owner will send relevant documents to the student/agent within 48 hours (insurance, letter of acceptance and receipt).

Step 5

Agent sends proof of visa refusal/approval to the school by email (stamped passport or embassy letter).

In the case of approval, school will send updated documents (if needed) within 48 hours. In the case of refusal, the school will issue a refund as per terms.

Step 6

Student will receive an automated email from the school's Fidelo account no later than 5 days before the start date. This email will include an online level test for the student to complete and other relevant information for their first day at the school.

Step 7 (Agent commission)

School pays agent commission fee only after the student has started the course, within the first 7 days.

Below is the enrolment procedure for a student coming from a non-visa requiring country (i.e Brazil, Spain).

Step 1


Where student books through an agent:

On the student's behalf, agent completes an enrolment form with relevant information about the student such as course schedule, approximate level, start date etc. Agent must notify the school by email that the enrolment form has been completed and attach a copy of the passport.

Note: Some agents will use their own enrolment form and share with the school.

Where student contacts the school directly:

Students send an enquiry to the school via the enquiry form on the website, direct email, phone, Whatsapp etc.

Title:	Enrolment Policy and procedures		
Policy No.: 09Q	Version No.: 1		
Document author: Patrick	Document owner(s): Patrick Mccarthy		
Approval date: 21/03/2025	Approved by: DOS, Director		
Next Revision:	Not later than 24 months from issue date		

Step 2

School owner will respond to the agent/student with a template email which has been created in our Fidelo software. This email will include the gross invoice for the student, net invoice for the agent, terms for the student to sign, school brochure and other marketing information.

Step 3

Agent/student makes net payment to the school's bank account. (in the case of agentS, minus commission).

Step 4

When the funds arrive in the bank account, school owner will send relevant documents to the student/agent within 48 hours (insurance, letter of acceptance and receipt).

Step 5

Students (and the agent, if required) will receive an automated email from the school's Fidelo account no later than 5 days before start date. This email will include an online level test for the student to complete and other relevant information for their first day at the school.

Note:

- All phone calls to the school landline go to the director's mobile phone.
- For walk-ins, the DOS/receptionist will give the student a tour of the school and answer questions. The student will be asked to complete a consultation form or send an email to director@patricksenGLISH.com. The steps above are repeated.
- We don't accept cash or bank card payments. All payments are made via bank transfer or Transfermate.