HANBRIDGE INSTITUTE

Manual Code / Criterion	:	C4.1.1
APSR Manual Title	:	Pre-Course Counselling, Student Selection & Admission
Approved By	:	Alan Go | Chairman of PMER Committee

REVISION HISTORY

Version Number	Description of Revision	Effective Date
00	Initial Release	27 Mar 2017
PM-0607-C5.3.1-06 Pre-Course Counselling Framework		
01	1. Changed to Criterion 5.3.1 2. Changed "counseling" to "counselling" 3. Changed "counsellors" to "counsellors" 4. Separated the pre-course counselling items into 2 sections, for all students and for student pass holders. 5. 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 6. Added deferment policy to pre-course counselling items 7. Added point 4 on review of pre-course counselling service	15 Jun 2017
02	1. Updated Document Signatory List	27 Nov 2018
03	1. Amended Department Coding from "0605" to "0607" 2. Removed General Information header and box 3. Removed signing date from Document Signatory List 4. Amended Approved By Name	17 Jul 2019
04	1. Added "Systems & Review" Table	01 Dec 2019
05	1. Changed logo 2. Amended "School" to "Institute" throughout the manual	18 Mar 2020
06	1. Added section 3 in the Policy Statements part of the manual	31 May 2021
PM-0501-C5.0-07 Academic Processes and Student Assessment		
00	Initial Release	15 Jun 2017
01	Added statements on review by process owner	15 Jan 2018

Version Number	Description of Revision	Effective Date
02	Changed Lecturer Weekly Report to Teacher Report	28 Feb 2018
03	Updated Document Signatory List	27 Nov 2018
04	1. Amended Department Coding from "0503" to "0501" 2. Removed General Information header and box 3. Removed signing date from Document Signatory List 4. Amended Approved By Name 5. Amended "… monitoring of the academic staff lessons …" to "… monitoring of the academic staff lesson …" under Objective 6. Amended Point 1.4 from "… grading and criteria …" to "… grading and award criteria …" 7. Added "Ensuring the duration of the course is adequate" in Point 2.2 8. Added "Refining student learning objectives, outcomes and quality of the course (through benchmarking) in Point 2.2 9. Added "Students must meet the Minimum Entry Requirement for the course in order to be selected." In Point 5.1 10. Added Point 5.3 11. Added "(if applicable)" in Point 5.4 12. Added "Intervention measures taken are to be evaluated for effectiveness of monitoring student learning and development." in Point 6.2 1. Added "(if any)" in Point 6.3 (B)	17 Jul 2019
05	13. Added "Systems & Review" Table	01 Dec 2019
06	1. Changed logo 1. Amended "School" to "Institute" throughout the manual	18 Mar 2020
07	1. Amend Section 2 on Course Review 1. Amended Point 4.3 from "… fail to perform through a Performance Improvement Plan conducted by the Academic Director" to "… fail to perform and will be mentored and coached for improvement by the Academic Director and/or designated staff to ensure that improvements are being made"	30 Jun 2020
OM-0609-C5.3-09 Managing and Monitoring of Student Selection		
01	1. Changed to Criterion 5.3.2 2. Removed Criterion Reference to Operation Manual 3. Changed "counseling" to "counselling" 4. Added note on training of staff conducting Pre-Course Counselling and updated documentation column 5. Added point 1.6 and 1.7 on verifying originality of supporting documents 6. Added section 7 on review 7. Amended flowchart with changes	15 Jun 2017
02	1. Added 7.2 on review by process owner	15 Jan 2018

Version Number	Description of Revision	Effective Date
03	1. Added footnote on Academic Director	28 Feb 2018
04	1. Updated Document Signatory List	27 Nov 2018
05	1. Amended Criterion Number from "C5.3.2" to "C5.3" 2. Removed General Information header and box 3. Removed signing date from Document Signatory List 4. Amended Approved By Name 5. Amended Point 3.3 "if necessary" to "if applicable" 6. Added "Letter of Acceptance" along with "Letter of Offer" in Section 4 on "Notification of Application Outcome" 7. Amended "Designated Independent Internal Auditor" to "Independent Internal Process Auditor" in Point 7.1 8. Updated Flow Chart accordingly	17 Jul 2019
06	1. Changed logo 2. Amended "School" to "Institute" throughout the manual	18 Mar 2020
07	1. Added Programme Head to Documentation & Responsibility for all Academic Director	20 Nov 2020
08	1. Updated Student Application Form (Local and International) to Student Application Form throughout the whole manual 2. Removed note on Student Application Forms in section 1.	19 Jan 2021
09	1. Added to the write-up for the note at the beginning of the manual	31 May 2021
OM-0610-C5.3.2-07 Admission and Student Reporting		
01	1. Amended details in Section 1 to reflect actual practice 2. Removed criterion reference to other manuals 3. Added section 3 on matriculation with external academic partners 4. Added section 8 on review 5. Added 2.3 Receipts and Certificate of Insurance should be filed in the Student P-File in accordance with the Student P-File Checklist. 6. Amended flowchart with changes	15 Jun 2017
02	1. Added point 8.2 on review by process owner	15 Jan 2018
03	1. Added footnote on Academic Director	28 Feb 2018
04	1. Updated Document Signatory List	27 Nov 2018
05	1. Removed General Information header and box 2. Removed signing date from Document Signatory List 3. Amended Approved By Name 4. Amended "Designated Independent Internal Auditor" to "Independent Internal Process Auditor" in Point 8.1	17 Jul 2019
06	1. Changed logo 2. Amended "School" to "Institute" throughout the manual	18 Mar 2020

Version Number	Description of Revision	Effective Date
07	1. Added Programme Head to Documentation & Responsibility for all Academic Director	20 Nov 2020
C4.1.1 Pre-Course Counselling, Student Selection & Admission		

10	1. Revamped Manual Formatting.
	2. Combined Policy and Operation Manual
	    a. PM-0607-C5.3.1-06 Pre-Course Counselling Framework
	    b. PM-0501-C5.0-07 Academic Processes and Student Assessment
	    c. OM-0609-C5.3-09 Managing and Monitoring of Student Selection
	    d. OM-0610-C5.3.2-07 Admission and Student Reporting
	3. Amended Criterion Number from C5.3 to C4.1.1.
	4. Amended Manual Name to "Pre-Course Counselling, Student Selection & Admission".
	5. Amended "Operation Manual on Managing and Monitoring of Student Selection" to "Point 1: Managing and Monitoring of Student Selection of this Manual under Process (Operation Manual) section" in Point 2.e. under Approach (Policy Manual) section.
	6. Amended "Operation Manual on Admission and Student Reporting" to "Point 2: Admission and Student Reporting of this Manual under Process (Operation Manual) section" in Point 2.e. under Approach (Policy Manual) section.
	7. Amended "Student Selection and Admission Form" to "Student Selection and Admission Checklist" in Point 2.h. under Approach (Policy Manual) section.
	8. Added Point 1.a.iv. under Approach (Policy Manual) section.
	9. Amended "Operation Manual: Admission and Student Reporting" to "Point 2: Admission and Student Reporting under Process (Operation Manual) Section" in Point 1.e.ii. under Process (Operation Manual) section.
	10. Amended "Operation Manual: Procedures for Executing Student Contract" to "Manual: Student Contract" in Point 2.a.ii. under Process (Operation Manual) section.
	11. Amended "Operation Manual: Course Fee Collection" to "Manual: Fee Collection and Fee Protection" in Point 2.b.i. under Process (Operation Manual) section.
	12. Amended "Operation Manual: Course Fee Collection" to "Manual: Fee Collection and Fee Protection" in Point 2.b.ii. under Process (Operation Manual) section.
	13. Added a Note under Point 2.f. of the Process (Operation Manual) section.
	14. Added "…to the Management Team for approval…" in Point 1.a.viii. under Process (Operation Manual) section.
	15. Amended "…shall forward the P-File to the Academic Director / Programme Head for approval" to "…shall forward the P-File to the Head of Operations for approval" in Point 1.b.iv. under Process (Operation Manual) section.
		01 Sep 2023

Version Number	Description of Revision	Effective Date
	16. Amended "Academic Director / Programme Head" to "Management Team" in Point 1.c.i. under Process (Operation Manual) section. 17. Amended "Other than the staff who has conducted the exercise indicating its completion or collation of documents from agents,…" to "Other than the Course Consultant who carried out the application and collected the documents from either agents or students,…" in Point 1.f.i. under Process (Operation Manual) section. 18. Amended "Administration Department" to "School Operations Department" throughout the manual. 19. Amended "Academic Director / Programme Head" to "Academic Head" throughout the manual. 20. Amended "Academic Department" to "Academic & Partnership Department" throughout the manual.	

GD 4.0 REQUIREMENT STATEMENTS

1. Ensure all course counsellors are adequately trained and monitored for service delivery. (C4.1.1)

2. Provide relevant course information1 during pre-course counselling to all prospective students. (C4.1.1)

3. Execute student selection and admission procedures, including for: (C4.1.1)

   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.

4. Monitor staff performing the student selection and admissions to ensure that the procedures are adhered to.

5. Execute student selection and admission procedures, including for:

   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.

6. Monitor staff performing the student selection and admissions to ensure that the procedures are adhered to.

7. Review the pre-course counselling student selection and admissions procedures for continual improvement.

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APPROACH (POLICY MANUAL)

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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 Institute undertakes the responsibility to train and mentor all course consultants. Trainings will be conducted, and it should minimally include the following areas (as and when necessary: -

    i. For all students:

    - Course information, including course counselling to match aspirations of students with course learning outcomes

    - Course promotion and award criteria, including type of certificate awarded at end of course

    - Course duration and assessment schedules

    - Application requirements and admission procedures

    - Institute's location, operating hours, and facilities and infrastructure

    - Further education or job prospect after graduation

    - Institute's attendance policy

    - Student support services available

    - Refund, transfer, withdrawal, and deferment policy

    - Tuition fees, payment schedule and other miscellaneous fees

    - Different methods of payment

    - Institute's FPS Scheme

    - Terms and conditions of Student Contract

    - Medical Insurance Scheme

    - Reference to CPE official website

    ii. For student pass holders:

    - Student pass application and procedures (for international students)

    - Informing 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

    - Relevant Singapore Laws

    - Living in Singapore

- ▪ Healthcare in Singapore

b. It is also the responsibility of the Management Team to ensure that their respective agents are properly trained in these areas. Guidelines in the form of a Presentation Slides / Materials are given to all agents.

c. Additionally, the members of staff who provide Pre-Course / Course Counselling are monitored for their service delivery by way of the institute's Pre-Course Counselling and Orientation 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 Institute. Priority must be given to student needs.

e. The pre-course counselling service is to be reviewed once a year through the through the student satisfaction survey analysis report.

2. Student Selection and Admission

a. Student selection procedures must comprise of verification of the applicants' suitability for the course, as well as the verification of the originality of supporting documents submitted to the Institute. Students must meet the Minimum Entry Requirement for the course in order to be selected.

b. The Institute shall ensure that the selection process is carried out in a fair and impartial manner.

c. The Institute must seek Management approval on all shortlisted applicants.

d. The Institute must seek the approval of the external partner should a student apply for courses with the Institute's external partner (if applicable).

e. The Student selection and monitoring procedures carried out by the Institute shall comply with the process detailed in the Point 1: Managing and Monitoring of Student Selection of this Manual under Process (Operation Manual) section.

f. Student admission procedures must comprise of the following: -

   i. Status of Student's Pass Application (for international students)

   ii. Execution of Student Contract

   iii. Matriculation of students with external academic partners (if applicable)

   iv. Student Orientation

g. The Student admission procedures shall adhere to the Point 2: Admission and Student Reporting of this Manual under Process (Operation Manual) section.

h. The selection and admissions process will be monitored via the Student Selection and Admission Checklist to ensure that the procedures are adhered to.

i. 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. In addition, the process owner will review the procedure to ensure it is up to date and relevant.

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PROCESS (OPERATION MANUAL)

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1. **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 institute's Pre-Course Counselling and Orientation 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.

    a. Student Application

        i.   The Institute'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 would be required to sign on the Pre-course Counselling From form to acknowledge that he/she has been informed of the various critical information. The completion of Pre-course Counselling shall then be indicated on the Student Selection and Admission Checklist.

        ii. 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 if necessary). The completion of this assessment should be indicated on the Student Selection and Admission Checklist.

        iii. If the applicant does not meet the minimum entry requirements of the course, the agent / staff would evaluate to see if the applicant is both suitable and interested in other courses offered by the Institute. 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.

        iv. The application fee is charged to process each application and an Original Receipt should be issued to students for any such fees paid.

        v.   For applicants applying with the Institute, the Course Consultant will have to sight and verify the originality of the supporting documents (i.e., certificates, transcripts, etc.).

        vi. 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 Course Consultant will do a second verification of the originality of the supporting documents.

    vii. The Course Consultant shall then check the application and supporting documents for completeness, before indicating this on the Student Selection and Admission Checklist.

    viii. The agent / staff shall then forward the Student Application Form, with supporting documents, to the Management Team for approval and the Student Selection and Admission Checklist to the Academic & Partnership Department for processing.

b. Processing of Application

    i. Upon receipt of the application documents, the Course Consultant will verify the originality and authenticity of relevant supporting documents and indicate its completion on the Student Selection and Admission Checklist.

    ii. Next, the Course Consultant shall again check that applicant has met the minimum entry requirements for the course that he/she is applying for.

    iii. The School Operations Department shall then prepare and create a student folder and file all the application documents in the folder. In addition, the School Operations Department shall also include a Student P-File Checklist in the folder, to ensure that all relevant documents are properly filed.

    iv. Upon verification that the student P-File is in order, the School Operations Department shall forward the P-File to the Head of Operations for approval.

c. Approval of Application and Monitoring of Selection Process

    i. Upon receipt of application documents, the Management Team shall check and ensure that the application, along with all supporting documents, has been duly processed.

    ii. Next, the Academic Head shall then indicate on the Student Selection and Admission Checklist whether the applicant should be offered enrolment with the Institute.

    iii. In addition, should the application require approval from the University Partner, the Academic Head, with the relevant support, shall forward the application to the Partner and obtain its approval, if applicable.

    iv. After which, the Academic Head shall return the application documents and the Student Selection and Admission Checklist to the Course Consultant.

d. Notification of Application Outcome

    i. Upon approval of the application by the Academic Head, the School Operations Department shall prepare a Letter of Offer and Letter of Acceptance, which will be given to the applicant for his/her necessary action. A copy of the Letter of Offer and Letter of Acceptance should also be filed in the Student's P-File.

ii.   Should the application be rejected, the School Operations Department 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.

Note: Any special admission conditions (e.g., exemptions) would be listed in the Letter of Offer and Letter of Acceptance.

e.   Proceed with Student Admission

i.   Upon acceptance of application offer by the student, the School Operations Department shall proceed with the student admission procedures.

ii.   For details on student admission procedures, please refer to Point 2: Admission and Student Reporting under Process (Operation Manual) Section.

f.   Monitoring of Student Selection Process

i.   The Student Selection and Admission Checklist is used as a tool to track the student selection and admission process. Other than the Course Consultant who carried out the application and collected the documents from either agents or students, another staff is also required to verify that the documents are indeed in proper order, and that the selection process has been adhered to.

ii.   Evidence of such monitoring is by signing the "Document Verified by" column in the Student Selection and Admission Checklist.

2.   **Admission and Student Reporting**

a.   Preparation of Admission Documents

i.   Upon acceptance of the enrolment offer by the student (both local and international), the Institute will then explain the key sections of the standard student contract, and require the student to acknowledge as evidence on Form 12 – Advisory Note. Next, the Institute will proceed with the execution of the standard student contract. These documents should be filed in the Student P-File in accordance with the Student P-File Checklist.

ii.   For more details, please refer to Manual: Student Contract. The completion of the student contract execution shall be recorded in the Student Selection and Admission Checklist.

iii.   For International Students, the School Operations Department will proceed to apply for Student's Pass via the ICA SOLAR + System.

iv.   The School Operations Department shall then inform students when the Institute has received the In-Principle Approval Letter (IPA) for the Student Pass, along with the following information: -

▪   Course Start Date

▪   Medical Checkup (if applicable)

▪   ICA Formalities and collection of student pass (when ready)

Note: should the Student's Pass application be rejected, an appeal would be submitted. If the appeal is not successful, the admission process shall be terminated.

b. Course Fee Collection and Fee Protection Scheme

    i. After the student has signed the Standard Student Contract and Advisory Note, the Institute will proceed with course fee collection, in accordance with Manual: Fee Collection and Fee Protection.

    ii. Next, the School Operations Department will proceed with the necessary FPS procedures by adhering to the process stated in Manual: Fee Collection and Fee Protection.

    iii. Receipts and Certificate of Insurance should be filed in the Student P-File in accordance with the Student P-File Checklist.

c. Matriculation with External Academic Partners (if applicable)

    i. School Operations Department is to submit matriculation information and documents to the partner.

    ii. A copy of the Student Card (if applicable) and Matriculation Documents are to be kept in the Student's P-File.

d. Placement / Proficiency Test (for Preparatory Courses only)

    i. A Placement / Proficiency Test may be administered for students who are enrolled in the preparatory courses in the Institute.

    ii. This test is used to assess the academic proficiency of the student, in order to assign them to a suitable class level. Based on the results of the student, the Academic Head would indicate the class level the student has been assigned to on the Student Selection and Admission Checklist.

    iii. The student would then be informed by the School Operations Department of the class they have been assigned to, either via face-to-face or through e-mail.

    iv. For students who are placed in a class level which is lower than the level they have registered in, their academic capability will be monitored by the Academic & Partnership Department on a monthly basis.

    v. When a student has obtained at least a pass on the monthly tests, and/or has been recommended by the teacher(s), he/she may then be allocated to a class with a higher academic level, subject to the approval of the Academic Head.

Note 1: Students who have failed to perform, and whose parents/guardians would like for them to be allocated to a higher academic level, are required to write-in to the institute. Such requests are subject to approval by the Academic Head.

Note 2: The highest academic level a student can be allocated to is the level in which the student has registered for.

vi. The School Operations Department would then inform the students who have been re-allocated to another class level via face-to-face or through e-mail.

Note: For students below 18 years old, the School Operations Department is to ensure that the parents/guardian are informed of the various class assignment decisions by the Institute.

e. Update of Student Register

i. The School Operations Department 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 Institute has an accurate electronic record of all students.

ii. After which, the School Operations Department would indicate completion of student register in the Student Selection and Admission Checklist.

iii. The student register 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.

f. Monitoring Process for Student Admission

i. Upon completion of the above steps, either another School Operations Department staff who did not perform the admission procedures for the particular student or the Supervisor will verify that all steps have been properly adhered to.

ii. This will be done through the items in the Student Selection and Admission Checklist. The Staff / Supervisor shall note down the evidence of monitoring the execution of student admission by signing off on the Student Selection and Admission Checklist in the "Document Verified by" column.

iii. Such a process ensures that there is proper monitoring on the staff carrying out the admission procedures.

iv. Upon completion of the monitoring, the Staff / Supervisor shall then file the Student Selection and Admission Checklist back in the relevant P-Files.

Note: -

- *For current students that are enrolling in another course due, individual Student P-File Checklist (Repeat) should be used. For documents that are requested (i.e., Birth Certificate, Passports), they will not need to be filed and/or duplicated.*

g. Student Orientation Programme

    i. As part of the Institute'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: -

- Institute's history, include its Vision, Mission, Values & Culture

- Institute'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 and 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

    ii. Upon completion of the Orientation Programme, students are required to fill in the Pre-course Counselling and Orientation Satisfaction Survey to acknowledge that the above important information has been communicated to them.

SYSTEMS & REVIEW

1. The Process will be reviewed by Independent Internal Process Auditor through Internal Process Review, Audit, and Assessment of the Institute.

2. At least once a year, respective process owners are to conduct a review of their procedures as laid out in the Policy and Operation Manuals to ensure they are up to date and relevant.

3. Furthermore, the pre-course counselling service will be reviewed at least once a year through the Student Satisfaction Survey Analysis Report.

FORMS & TEMPLATES

1. Training Records

2. Pre-Course Counselling Form

3. Student Selection and Admission Checklist

4. Student Application Form

5. Student P-File Checklist

6. Student P-File

7. Letter of Offer / Letter of Acceptance

8. In-Principle Approval Letter

9. Standard Student Contact

10. Form 12 – Advisory Note

11. Student Card

12. Matriculation Documents

13. Placement / Proficiency Test

14. E-mails

15. Student Management System

16. Orientation Programme Slides

17. Student Handbook

18. Student P-File Checklist (Repeat)

19. Pre-Course Counselling and Orientation Satisfaction Survey

20. Student Satisfaction Survey Analysis Report

21. IPRAA Report