

PROCESS

Write-up: Process Steps & Details	Documentation / (Responsibility)
<p>1. Course counsellors conducting pre-course counselling are adequately trained and monitored</p> <p>1.1 Designated Staff or Approved Recruitment Agents who provides Pre-Course Counselling will be briefed or trained on the Pre-Course Counselling components and procedures to ensure they adhere to the Pre-Course Counselling requirements to provide sufficient information to prospective students.</p> <p>1.2 For such designated staff, they have to be trained / briefed with regards to Pre-Course Counselling Information and such Training Records would need to be logged down with the Head, Corporate and Student Services.</p> <p>1.3 Reference should be made to Manual: GD4C2.1.2_01 Staff Training and Development.</p> <p>1.4 For approved recruitment agents, they should also under-go proper training and the process is as stated in Manual: GD4C3.2.1_01 Management and Evaluation of External Recruitment Agents.</p> <p>1.5 Monitoring of the Course Counsellors for both designated Staff and Approved Recruitment Agents are done through both the Feedback Mechanism and in the Pre-Course Counselling and Orientation Satisfaction Survey where minimum targets need to be met.</p>	<p>Training Records (Head, Corporate and Student Services)</p> <p>Pre-Course Counselling and Orientation Satisfaction Survey (Student Services Department / Head, Corporate and Student Services / Head, Business Development)</p>
<p>2. Information provided during pre-course counselling</p> <p>2.1 The following are relevant information that needs to be provided during Pre-Course Counselling. All Course Counsellors are required to be trained in this area.</p> <p>2.2 The areas are listed under the Approach Section of this Manual.</p> <p>2.3 Upon completion of any pre-course counselling, evidence of such would need to be documented in the Pre-Course Counselling Form.</p>	<p>Pre-Course Counselling Form (Head, Corporate and Student Services / Head, Business Development)</p>
<p>Student selection and admissions procedures, including for:</p> <p>Selection</p> <ul style="list-style-type: none"> Approval of shortlisted applicants by the Management and the relevant external university partners (if applicable) <p>Admissions</p> <ul style="list-style-type: none"> Communication with international students on the status of their Student's pass application 	

- Execution of contracts with students
- Matriculation of students with external academic partners (if applicable)
- Orientation for newly-enrolled students to inform them of essential course and student support services information

Student Selection Process

3. Student Application Process

3.1 The College’s approved external recruitment agents / designated internal staff would conduct information sessions with potential students to identify their needs. Suitable courses will then be recommended based on the applicants’ needs, and the applicant would be required to sign off on the Pre-Course Counselling 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.

3.2 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.

3.3 The Diagnostic Test / English Proficiency Test will be administered under, but not limited to, the following circumstances before the students sign the contract:

- The course curriculum requires the Diagnostic Test / English Proficiency Test to be carried out.
- The college is unable to verify the authenticity of the qualifications received.
- The college determines that it is important to have a better understanding of the student’s proficiency level.
- As a testing medium to ascertain that students have the required English proficiency to undertake the courses.
- To compare student’s progress at the start and end of the course

Pre-Course
Counselling Form
(Corporate and
Student Services
Department /
Business
Development
Department)

Student Selection
and Admission
Checklist
(Corporate and
Student Services
Department /
Principal)

Diagnostic Test /
English Proficiency
Test
(Programme
Executive)

S/N	Course	Remarks	Responsible By
1	Preparatory for Admission to Government Colleges	Prospective student must complete the English and Mathematics Diagnostic Test of the course.	Programme Executive (Invigilator) Designated Lecturer (Marker)
2	Preparatory for IELTS course	Prospective student must complete the English Diagnostic Test of the course.	Programme Executive (Invigilator) Designated Lecturer (Marker)

3	Certificate courses	Prospective student must complete the English Proficiency Test of the course. The qualifying marks to be at least 20 / 80 marks.	Programme Executive (Invigilator) Designated Lecturer (Marker)	<p style="text-align: center;">Student Application Form (Corporate and Student Services Department)</p>
4	Diplomas	Prospective student must complete the English Proficiency Test of the course. The qualifying marks to be the following: Level 3 Foundation Diploma - 30 / 80 marks Level 4 Diploma / All other Diplomas - 40 / 80 marks Postgraduate Diploma – 60 / 80 marks	Programme Executive (Invigilator) Designated Lecturer (Marker)	
5	Advanced Diplomas	Prospective student must complete the English Proficiency Test of the course. The qualifying marks to be the following: CTH Level 5 Advanced Diploma / All other Diplomas - 50 / 80 marks	Programme Executive (Invigilator) Designated Lecturer (Marker)	
6	Master	Prospective student must complete the English Proficiency Test of the course. The qualifying marks to be the following: Master – 91 / 120 marks	Programme Executive (Invigilator) Designated Lecturer (Marker)	
3.4	Should the student fail the Diagnostic Test / English Proficiency Test , a re-test will be arranged. Each student is allowed for a maximum re-test of 3 times.			<p style="text-align: center;">Student Contract (Corporate and Student Services Department)</p>
3.5	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 for other courses offered by the College. 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.			
3.6	For applicants applying with the college, the Corporate and Student Services Department will have to sight and verify the originality of the supporting documents (i.e. certificates, transcripts, etc).			<p style="text-align: center;">Student Selection and Admission Checklist (Corporate and Student Services Department /Principal)</p>
3.7	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 Corporate and Student Services Department will do a second verification of the originality of the supporting documents.			
3.8	The Corporate and Student Services Department shall then check the application and supporting documents for completeness, before indicating this on the Student Selection and Admission Checklist .			

<p>3.9 The staff shall then pass the Student Application Form, with supporting documents, and the Student Selection and Admission Checklist to the Corporate and Student Services Department /Principal for processing.</p>	
<p>4. Processing of Application</p> <p>4.1 Upon receipt of the application documents, the Corporate and Student Services Department will verify the originality and authenticity of relevant supporting documents, and indicate its completion on the Student Selection and Admission Checklist.</p> <p>4.2 Next, the Corporate and Student Services Department shall again check that applicant has met the minimum entry requirements for the course that he/she is applying for.</p> <p>4.3 The Corporate and Student Services Department shall then prepare and create a student folder, and file all the application documents in the folder. In addition, the Corporate and Student Services Department shall also include a Student P-File Checklist in the folder, so as to ensure that all relevant documents are properly filed.</p> <p>4.4 After which, the Corporate and Student Services Department shall prepare a Letter of Acknowledgement to be given to the applicant (stating the receipt of the application documents). A copy of the Letter of Acknowledgement should also be filed in the Student's P-File.</p> <p>4.5 Upon verification that the Student P-File is in order, the Corporate and Student Services Department shall forward the P-File to the Principal for approval.</p>	<p>Student Selection and Admission Checklist (Corporate and Student Services Department /Principal)</p> <p>Student P-File Checklist/P-File (Corporate and Student Services Department)</p> <p>Letter of Acknowledgement (Corporate and Student Services Department)</p>
<p>5. Approval of Application and Monitoring of Selection Process</p> <p>5.1 Upon receipt of application documents, the Principal shall check and ensure that the application, along with all supporting documents, has been duly processed.</p> <p>5.2 Next, the Principal shall then indicate on the Student Selection and Admission Checklist whether the applicant should be offered enrolment with the College.</p> <p>5.3 In addition, should the application require approval from the University Partner, the Principal, with the relevant support, shall forward the application to the Partner and obtain its approval, if applicable.</p> <p>5.4 After which, the Principal shall return the application documents and the Student Selection and Admission Checklist to the Corporate and Student Services Department.</p> <p>5.5 For courses offered by external partners, the student applications will be forwarded to the partner for final approval, if applicable.</p>	<p>Student Selection and Admission Checklist (Corporate and Student Services Department /Principal)</p>

<p>6. Notification of Application Outcome</p> <p>6.1 Upon approval of the application by the Principal, the Corporate and Student Services Department shall prepare a Letter of Acceptance, which will be given to the applicant for his/her necessary action. A copy of the Letter of Acceptance should also be filed in the Student's P-File.</p> <p>6.2 Should the application be rejected, the Corporate and Student Services 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 Acceptance.</p> <p>6.3 For courses offered by external partners, where the partner does not issue a Letter of Acceptance, the points 4.1 and 4.2 applies.</p> <p>6.4 For courses offered by external partners, where the partner issues a Letter of Acceptance, it will be sent to the Corporate and Student Services Department who will give it to the applicant for his/her necessary action. A copy of the Letter of Acceptance should also be filed in the Student's P-File.</p> <p>6.5 Should the application be rejected, a Letter of Rejection will be given to the applicant. A copy of the Letter of Rejection should also be filed in the Student's P-File.</p>	<p style="text-align: center;">Letter of Acceptance/Letter of Rejection (Corporate and Student Services Department)</p>
<p><u>Student Admission Process</u></p> <p>7. Preparation of admission documents</p> <p>Points 5.1 and 5.2 are applicable only for international students:</p> <p>7.1 Upon acceptance of the enrolment offer by the student, the Corporate and Student Services Department will apply for Student's Pass via the ICA SOLAR + System. After which, the Corporate and Student Services Department will also indicate its completion on the Student Selection and Admission Checklist.</p> <p>7.2 The Corporate and Student Services Department shall then inform students/agents when the College has received the In-Principle Approval Letter (IPA) for the Student Pass, along with the following information: -</p> <ul style="list-style-type: none"> • Course Start Date • Medical Checkup (if applicable) • ICA Formalities and collection of student pass (when ready) <p>Note: Should the Student's Pass application be rejected, an appeal would be submitted upon request by student. If the appeal is not successful or not requested by student, the admission process shall be terminated.</p> <p>7.3 After which, the Corporate and Student Services Department shall also indicate the completion of sending the IPA on the Student Selection and Admission Checklist.</p>	<p style="text-align: center;">Student Selection and Admission Checklist (Corporate and Student Services Department /Principal)</p> <p style="text-align: center;">In-Principle Approval Letter (Corporate and Student Services Department)</p>

<p>7.4 Upon receipt of IPA (for international students) and acceptance of offer (for local students), the College will then explain the key sections of the Standard Student Contract, and require the student to acknowledge as evidence on Form 12 – Advisory Note. Next, the College 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.</p> <p>7.5 For Matriculation with External Academic Partners (if applicable), Corporate and Student Services Department is to submit matriculation information and documents to the partner.</p> <p>7.6 A copy of the Student Card (if applicable) and Matriculation Documents are to be kept in the Student’s P-File.</p> <p>7.7 For more details, please refer to Manual: GD4C4.2.1_01 Student Contract. The Corporate and Student Services Department would indicate completion of the student contract execution in the Student Selection and Admission Checklist.</p>	<p>Standard Student Contract / Form 12 – Advisory Note (Corporate and Student Services Department)</p> <p>Student P-File Checklist/P-File (Corporate and Student Services Department)</p> <p>Student Card/Matriculation Documents (Corporate and Student Services Department)</p>
<p>8. Course Fee Collection and FPS Group Insurance</p> <p>8.1 After the student has signed the Standard Student Contract and Form 12 – Advisory Note, the College will proceed with course fee collection, in accordance with reference from Manual: GD4C4.2.2_02 Fee Collection and Fee Protection Scheme. The Corporate and Student Services Department will also indicate completion of course fee collection in the Student Selection and Admission Checklist.</p> <p>8.2 Next, the Finance Executive will proceed with the necessary FPS procedures by adhering to the process with reference from Manual: GD4C4.2.2_02 Fee Collection and Fee Protection Scheme. The Corporate and Student Services Department will also indicate completion of FPS purchase in the Student Selection and Admission Checklist.</p> <p>8.3 Receipts and Group Certificate of Insurance should be filed in the Student P-File in accordance with the Student P-File Checklist.</p>	<p>Standard Student Contract / Form 12 – Advisory Note (Corporate and Student Services Department)</p> <p>Student Selection and Admission Checklist (Corporate and Student Services Department /Principal)</p> <p>Student P-File Checklist (Corporate and Student Services Department)</p>
<p>9. Update of Student Register</p> <p>9.1 The Corporate and Student Services Department shall key in the relevant student information, based on the Standard Student Contract, FPS, and application documents, in the Student Particulars Master List found in the</p>	<p>Standard Student Contract</p>

<p>College Management System. This is to ensure that the College has an accurate electronic record of all students.</p> <p>9.2 After which, the Corporate and Student Services Department would indicate completion of student register in the Student Selection and Admission Checklist.</p> <p>9.3 The student register will show students:</p> <ul style="list-style-type: none"> • Who are currently enrolled; • Who are on suspension; • Who are expelled; • Who have terminated or withdrawn; and • Who have graduated. 	<p>(Corporate and Student Services Department)</p> <p>Student Particulars Master List (Corporate and Student Services Department)</p> <p>Student Selection and Admission Checklist (Corporate and Student Services Department /Principal)</p>
<p>10. Monitoring Process for Student Admission</p> <p>10.1 Upon completion of the above steps, either another Administrative Executive who did not perform the admission procedures for the particular student or the Head, Corporate and Student Services will verify that all steps have been properly adhered to.</p> <p>10.2 This will be done through the items in the Student Selection and Admission Checklist. The Corporate and Student Services Department 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.</p> <p>10.3 Such a process ensures that there is proper monitoring on the staff carrying out the admission procedures.</p> <p>10.4 Upon completion of the monitoring, the Corporate and Student Services Department shall then file the Student Selection and Admission Checklist back in the relevant P-Files.</p>	<p>Student Selection and Admission Checklist (Corporate and Student Services Department /Principal)</p>
<p>11. Student Orientation Programme</p> <p>11.1 As part of the College’s admission process, all new students will be required to go through an Orientation Programme that includes briefing session(s) on the following (not limiting) information:</p> <ul style="list-style-type: none"> • College’s history, include its Vision, Mission & Values • College’s location, including physical and academic facilities / resources available to student • Organization Chart (Indicating Management Team) • Introduction of Academic and Examination Board members • Fee Protection Scheme • Dispute resolution process • Appeal procedures for academic results 	

<ul style="list-style-type: none"> • Suite of student support services • Relevant Singapore laws and regulations, including ICA regulations and attendance requirements • Attendance requirements and procedures for taking attendance • Leave application process • Course fees and duration • Course completion and award criteria • Other important details in Student Handbook <p>11.2 Upon the completion of the Student Orientation Programme, students are required to:</p> <ol style="list-style-type: none"> a. Sign on Orientation Checklist – this is also to acknowledge all relevant documents and / or information are given to students and / or are re-visited as part of the Orientation and On-Boarding Process. b. Complete the Pre-Course Counselling and Orientation Satisfaction Survey to acknowledge that the above important information has been communicated to them. 	<p>Student Handbook (Corporate and Student Services Department)</p> <p>Orientation Checklist (Corporate and Student Services Department)</p> <p>Pre-Course Counselling and Orientation Satisfaction Survey (Corporate and Student Services Department)</p>
<p>12. Monitoring process for staff performing the student selection and admissions to ensure adherence</p> <p>12.1 The Student Selection and Admission Checklist is used as a tool to track and act as a monitoring mechanism for the student selection and admission process. Other than the staff who has conducted the exercise indicating its completion or collation of documents from agents, another staff is also required to verify that the documents are indeed in proper order, and that the selection process has been adhered to.</p> <p>12.2 Evidence of such monitoring is by signing the “Document Verified by” column in the Student Selection and Admission Checklist.</p>	<p>Student Selection and Admission Checklist (Corporate and Student Services Department /Principal)</p>
<p>13. Review of student selection and admissions procedures for continual improvement</p> <p>13.1 The student selection and admission process would be reviewed through the following platforms: -</p> <ul style="list-style-type: none"> • Internal review by respective Process Owners using the Internal Review Form • Internal assessment by Designated Independent Internal Auditor using the Internal Process Review, Audit and Assessment (“IPRAA”) Report <p>13.2 The evaluation of the effectiveness of the student selection and admission Process would be based on the outcomes stated under the Systems and Review section of this Manual.</p>	<p>Internal Review Form / IPRAA Report (Process Owners / Designated Independent Internal Auditor)</p>

<p>14. Review of pre-course counselling service for continual improvement</p> <p>14.1 The Pre-Course Counselling Service would be reviewed through the following platforms: -</p> <ul style="list-style-type: none"> • Internal review by respective Process owners using the Internal Review Form • Internal assessment by Designated Independent Internal Auditor using the Internal Process Review, Audit and Assessment (“IPRAA”) Report <p>14.2 The evaluation of the effectiveness of the Pre-Course Counselling Service would be based on the outcomes stated under the Systems and Review section of this Manual.</p>	<p>Internal Review Form / IPRAA Report (Process owners / Designated Independent Internal Auditor)</p>