

Procedures for processing enquiries and applications:

1. Enquiry Stage:

- Respond promptly to any initial enquiries from prospective students and provide them with relevant information about the school's programs and services.
- Ask for information about the student's language proficiency level, educational background, and any specific needs or preferences they may have.
- Provide the student with a brochure, prospectus, or website address for the school.

2. Application Stage:

- Provide the student with an application form and instructions for completing it.
- Confirm receipt of the application and provide any necessary guidance or feedback.
- Review the application to ensure that it is complete and that all necessary documents (such as transcripts, test scores, and proof of finances) are included.
- If necessary, arrange for an interview or placement test to assess the student's language proficiency level.
- Notify the student of the outcome of their application and, if accepted, provide them with a letter of acceptance and any other relevant documents.

3. Enrolment Stage:

- Provide the student with information about the enrolment process and any necessary paperwork, such as visa applications.
- Confirm the student's enrolment and provide them with a schedule of classes and any necessary orientation or induction information.
- Collect any necessary tuition fees or deposits from the student.

4. Pre-Arrival Stage:

- Provide the student with information about accommodation options, transportation, and any other relevant details for their arrival.
- Arrange for any necessary airport pick-up or transfer services.
- Provide the student with information about the school's policies and procedures, including attendance requirements, academic expectations, and disciplinary procedures.

5. Arrival Stage:

- Welcome the student and provide them with any necessary orientation or induction information.
- Introduce the student to their teacher(s) and classmates.

- Ensure that the student has any necessary materials and resources, such as textbooks, study guides, and online access.

6. Ongoing Support:

- Monitor the student's progress and provide feedback on their language skills and academic performance.
- Provide additional support and guidance as needed, such as tutoring or counselling.
- Encourage the student to participate in social and cultural activities to help them feel part of the school community.