**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.

1. **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.

1. **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.

1. **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.

1. **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.

1. **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.