

## STUDENT ADMISSIONS PROCESS

### Contents:

|  |          |
|--|----------|
| <b>7. PROCEDURES .....</b>                                   | <b>2</b> |
| 7.1 RESPONSIBILITY .....                                     | 2        |
| 7.2 FEE PROCESSING PROCESS .....                             | 3        |
| 7.3 THE PROCESSING OF PAYMENT OF STUDENT FEES.....           | 3        |
| 7.4 LIABILITY FOR THE PAYMENT OF FEES. ....                  | 3        |
| 7.5 BOOKING OF PLACES ON MODULES .....                       | 3        |
| 7.6 PAYMENT OF FEES: .....                                   | 4        |
| 7.7 CONSEQUENCES OF LATE-PAYMENT / NON-PAYMENT OF FEES ..... | 5        |
| 7.8 STUDENT FAILURE TO PAY FOR MODULES .....                 | 5        |
| 7.9 REINSTATEMENT. ....                                      | 6        |
| 7.10 PROCESS VERIFICATION .....                              | 6        |
| 7.11 ENROLLED LEARNER PROTECTION POLICY [PEL]: .....         | 6        |
| 7.12 HIGHER EDUCATION COLLEGES ASSOCIATION [HECA]: .....     | 6        |
| 7.13 MANAGEMENT OF ACADEMIC QUALITY ASSURANCE RECORDS.....   | 7        |

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Description: Revision Nov 2020  
Issued by: Quality Co-ordinator  
Approved by: Quality Co-ordinator

1.           **Subject**            Student Admissions Process
  
- 2            **Purpose**            The purpose of this document is to describe the main process associated with the management of student fees, billing and collections process and in addition the protection of enrolled learners [PEL] provision being provided to students.
  
- 3            **Scope**            The scope of this procedure covers billing and collection of all fees relating to modules, dissertations, tutorials, seminars etc.,
  
- 4            **References**        Quality Assurance Guidelines and Criteria for Provider Access to initial Validation of Programmes for Higher Education and Training Leading to QQI Awards [2013] HET Core Validation Policy and Criteria [2013].  
Quality Manual, section 4.7  
Procedures Manual ref:  
AP/407.05 – Student Access, Transfer and Progression  
AP/407.10 – The Management of Modules  
SA/411.01 – Control of Quality Records
  
- 5            **Documentation**
  - 5.1            Post Graduate Application Form            AP/407.05 – 7.11.2
  - 5.2            Fees Processing Flowchart            AP/407.12 – 7. 2.1
  - 5.3            Banner Code Status            AP/407.12 – 7. 3.1
  
- 6            **Definitions**
  - 6.1            **The Director:**            This term is used to refer to the Director of Academic Administration and Student Affairs.
  
7.            **PROCEDURES**
  - 7.1            **Responsibility**
    - 7.1.1            The Administrator shall be responsible for the billing and collection of student fees under the management of the Financial Controller.
  
    - 7.1.2            The aims of this procedure are:
      - to outline the processes for the correct billing and collections of fees from students for the services provided during their time at the Institute.
      - to describe the processes in place covering the protection of enrolled learners [PEL] provision being afforded to student by the Institute.

## **7.2 Fee Processing Process**

- 7.2.1 Potential students shall apply for a place on the course using the Post Graduate Application Form and associated documentation, [see attachment 5.1]
- 7.2.2 Upon receipt of a completed application form, the Administrator, shall process the application – Step 1. *Fees Processing Flowchart*, [see attachment 5.2]
- 7.2.2 When the application has been checked and verified, the Administrator shall present the document[s] to the Dir. Academic Admin. for Review of Eligibility – Step 2.
- 7.2.3 If and when an applicant has been deemed eligible – Step 3, the Director shall issue a formal offer for a place on the course together with a copy of the current publication of: *'The Course Guide for Students'*.
- 7.2.4 When the applicant confirms their acceptance of the 'offer' - Step 4, the administrator shall send the student confirmation of 'Temporary Registration' Step 5, and a fee note for € XXX. This is an advance fee for the Introduction Module.
- 7.2.5 Upon confirmation that the 'Fee' has been paid to the Institute account, [see 7.6 below] the Administrator shall issue the student with a 'Student Identity Card' confirming the student as a fully 'Registered' student with the Institute. The card displays the student's official registration number.
- 7.2.6 The Student shall also issue with the means of access to the various forms of supports in the Learner Support System.

## **7.3 The processing of payment of Student Fees**

- 7.3.1 The Administrator shall be responsible for the recording of payments received from students on the Institutes student records system, [see attachment 5.3 - Banner Code Status]

## **7.4 Liability for the payment of fees.**

- 7.4.1 In all cases the Institute considers the student to be solely responsible for the payment of their fees, to the Institute.
- 7.4.2 Students who have a recognised sponsor [for example, their employer] will be liable for any unpaid tuition fee costs if the sponsor defaults on payment for any given module.

## **7.5 Booking of places on Modules**

- 7.5.1 It is the policy of the Institute that students pay in advance for each module they wish to attend.
- 7.5.2 The number of students who can attend any one module is a minimum of 10 to a maximum 25.

- 7.5.3 The modules are designed to be collaborative and participative, so that students can gain the most from being actively involved, in friendly more inclusive working environment.
- 7.5.4 Students can make an 'Expression of Interest' to attend a module by completing and returning a Module Booking Form for each of the modules they would like to attend in the coming year.
- 7.5.5 Expressions of interest to attend modules can be made at any time from the receipt of the 'Schedule of Modules' at the beginning of the Academic Year up to four [4] weeks before the staging of the module.
- 7.5.6 Students should note that places shall be awarded on modules, on a first come-first served basis.
- 7.5.7 A place on the module is only secured upon receipt of payment for the module and this can be done at any time up to the closing date for receipt of fees that is: four [4] weeks before the commencement of the module.
- 7.5.8 Students shall be informed that the maximum number of places on any one module is 15 students.
- 7.6 Payment of Fees:**
- 7.6.1 Payment of a module fee shall be made by Electronic Transfer [EFT] only.
- 7.6.2 Cheque payments *will not* be processed.
- 7.6.3 ISCE Bank Account Details are:
- |                     |   |
|---------------------|---|
| Bank Name:          | Allied Irish Bank                                 |
| Bank Address        | 140 Lower Drumcondra Road, Dublin 9, Ireland      |
| Account Name:       | GDP - M.Sc. Leadership in Supply Chain Management |
| Account number:     | 21254037  |
| National Sort Code: | 932108  |
| IBAN:               | IE61 AIBK 9321 0821 2540 37                       |
| BIC Code:           | AIBKIE2D  |
- 7.6.4 The Institute's Bank Account details are included on the Module Booking Form.
- 7.6.5 An application to attend a module shall only be deemed valid upon receipt in full of the fee payment.
- 7.6.6 Module fees are not refundable; in exceptional circumstances, they may however be transferred to other modules.
- 7.6.7 A module is deemed to be completed by a student when the student has attended, in full, all teaching sessions that form part of the module classes and has submitted and received the minimum of a pass mark for a submitted assignment.
- 7.6.8 A module is not deemed completed until all of the above requirements have been fulfilled.

## **7.7 Consequences of late-payment / non-payment of Fees**

7.7.1 All student fees and charges are required to be paid to the Institutes account by a specified due date.

7.7.2 For new students, enrolment in the 'Introductory module' payment is due upon initial Registration.

7.7.3 Where a student continues to have outstanding fees and charges (i.e. modules, dissertation supervision fees, etc.) after the Institute specified collection date, they shall be deemed "*withdrawn*"

7.7.4 A Student who has been deemed '*withdrawn*' shall:

- cease to be a member of the Institute
- lose their access to the Institute's computer systems, including internet and email
- lose their access to enrolment records, examination results and academic transcripts
- be unable to graduate until outstanding fees are paid
- lose their access to Student Services, including Clubs and Societies
- lose their access to student supports [web site, library, comms apps, etc.,]

7.7.5 In addition to the above services being '*withdrawn*' the following also apply if fees are not paid before the commencement of the new academic year [that is the 31st August], they shall:

- be denied registration on further modules until all outstanding fees have been paid in full.
- not be eligible to participate in Institute activities such as: tutorials; participate in seminars, study visits or avail of any of the services provided by the Institute

7.7.6 A student who has been deemed '*withdrawn*' shall be informed in writing of their status within the Institute.

7.7.7 The student shall be informed that if they neglect to pay the outstanding fees or charges due or if fail to contact the Institute to discuss the matter, the withdrawn status will remain on their student record.

## **7.8 Student Failure to Pay for Modules**

7.8.1 The Administrator in consultation the Financial Controller shall have the authority to classify a student as being deemed '*withdrawn*'.

7.8.2 Any student who is liable to pay, but does not pay a fee by the due date, by force of these procedures, shall be deemed '*withdrawn*', unless the deemed withdrawn status has arisen solely as a result of an Institute error.

7.8.3 Students who have been deemed '*withdrawn*' shall not have access to their full academic history.

7.8.4 While a fee[s] remains unpaid the student may not obtain a transcript or other documentation relating to their academic record or have a degree conferred upon them or receive an award.

7.8.5 A fee which is unpaid after the due date is a debt due and owing to the Institute.

7.8.6 The Institute may initiate recovery action if the fee remains unpaid, except where the debt is owing to an Institute error.

## **7.9 Reinstatement.**

7.9.1 Where a deemed *‘withdrawn’* student seeks reinstatement to continue their studies at the Institute or obtain academic transcripts, they must:

- a. Pay all outstanding debts.
- b. Pay a reinstatement fee, where applicable.

## **7.10 Process Verification**

7.10.1 Evaluation of the Fees Process effectiveness shall be carried out using internal (Finance Dept.) self-assessment and customer feedback reviews.

7.10.2 The fees be charged per module shall be determined by the Academic Council.

## **7.11 Enrolled Learner Protection Policy [PEL]:**

7.11.1 Mindful of our ‘Duty of Care’ to our students, the Institute has entered into an agreement with O’Driscoll O’Neill Ltd, Insurances [ODON] for the protection of enrolled Learners, [PEL].

7.11.2 ODON Ltd., have proposed that they will provide cover for individual students on a module by module basis.

7.11.3 ODON Ltd., shall setup policies in the names of each of our students. When a scheduled module has been confirmed [3 weeks before the commencement date] a list of participants shall be sent by the Administrator to the broker along with the premium fee.

7.11.4 Students shall receive a copy of their PEL policy at the commencement of their course of study.

7.11.5 Additional copies of the PEL policy shall be made available to students upon receipt of a written request.

## **7.12 Higher Education Colleges Association [HECA]:**

7.12.1 ISCE shall apply to the Higher Education Colleges Association [HECA] for membership when the ISCE has attained QQI validation for its programme.

7.12.2 Contributing to the PEL Assistance fund, is a condition of HECA membership.

- 7.12.3 ISCE shall collaborate with members of HECA who already provide a similar programme at the same level, and who are in the same broad field of Education and Training.
- 7.12.4 Should this programme of study unexpectedly cease, learners shall continue their studies through transfer to a QQI registered provider [member of HECA] offering the same or similar programme, leading to the same award,
- 7.12.5 The ISCE model is different to the norm. Fees for modules and/or Dissertations are paid as and when the students participate.
- 7.12.6 Should the Institute, for whatever reason cease to function, payment for any outstanding modules/dissertations to be completed, shall be due to the HECA Institution /College taking over the tuition of the 'former' ISCE students.

### **7.13 Management of academic quality assurance records**

- 7.13.1 All records generated through the Student Admissions Process shall be regarded as quality assurance records and shall be filed by the Administrator in the appropriate filing cabinets which have been set aside for the purpose of storing all such documentation.
- 7.13.2 They shall be managed in accordance with procedures ref: SA/410.01. *Control of Academic Quality Assurance Records*
- 7.13.3 The information generated as a result of this procedure shall be held in the strictest confidence and shall not be disclosed outside the Institute except in the instance of requiring inspection by an Audit Team from QQI.
- 7.13.4 Access to the quality records system shall be controlled by the Administrator.

SAMPLE

Attachment 5.1

Post Graduate Application Form

ref: AP/407.05 – 7.2.1



The Institute  
for Supply Chain  
Excellence

ISCE

Office use:

Ref:.....

Form ref AP/407.07 Nov 2020

## Post graduate Application Form

Please complete all sections of this for in BLOCK CAPITALS using **BLACK** ink.

### Section 1: Personal Details:

Surname: ..... First Names: ..... Date of Birth: .....

Address ..... PPS number: .....

..... Gender [circle]: M F

..... Country of Birth: .....

Email: ..... Nationality .....

Mobile: .....

### Section 2: Programme Applied For:

Programme Code: .....

Programme Title: .....

### Section 3: Education

Please indicate the level of your current highest educational achievement:

|                                       |                          |  |
|---------------------------------------|--------------------------|--|
| Level 5 [Leaving Certificate / FETAC] | <input type="checkbox"/> | Name of College / Institution: .....   |
| Level 6 [Higher Cert / FETAC]         | <input type="checkbox"/> |  |
| Level 7 [Ordinary Degree]             | <input type="checkbox"/> |  |
| Level 8 [Hons Degree]                 | <input type="checkbox"/> |  |
| Level 9 [Master's Degree]             | <input type="checkbox"/> |  |
| Level 10 [Doctorate]                  | <input type="checkbox"/> |  |
|                                       |                          | Course title: .....  |
|                                       |                          | Year of completion / anticipated date of completion: .....                                   |
|                                       |                          | Copy of Cert / transcript included: Yes <input type="checkbox"/> No <input type="checkbox"/> |



**Section 4: Exceptional Entry - Recognition of Prior Learning [RPL]**

Applications are accepted from Individuals who have proven relevant experience and whose academic experience is non-traditional.

If you do not meet the standard educational requirements for the course and wish to be considered as a RPL candidate, please tick this box:

You will be contacted by the representative of the Institute responsible for Exceptional Entry – RPL applicants.

For further information on the Exceptional Entry – RPL process please visit: <http://www.isce.ie>

**Section 5: language Competency**

**First language\*** : .....

**Second language:** .....  Speak  Read  Write

\* Postgraduate work is academically challenging and the Institute has high academic entry requirements – students are required to have fluent command of the English language. If your 1<sup>st</sup> Language is not English you must include separate evidence of English language qualifications, as follows:

| English Proficiency Qualifications              | Minimum Achievement Level Required* |
|---|-------------------------------------|
| GCSE English                                    | Grade C                             |
| Cambridge Certificate of Proficiency in English | Grade C                             |
| Cambridge Certificate in Advanced English       | Grade A                             |
| Irish Leaving Certificate                       | Ordinary Level Grade D              |
| Vitnemal  | 4.00                                |
| ETAPP   | Grade C1                            |

**Section 6: Health, Disability, Specific Learning Difficulty**

If you consider yourself to have a disability, significant health problem and / or specific learning difficulty please tick this box:

Please attach medical documentation [where available/relevant] or additional information on a separate sheet

Provision of information in this section is requested to enable the Institute to accommodate, where reasonable your needs. All information provided shall be treated with sensitivity and in a confidential manner as possible.

**Section 7: References**

You must provide one academic reference and one employment reference. These shall be written references and can be emailed to [admissions@isce.ie](mailto:admissions@isce.ie) or posted to Postgraduate Admissions, see address below.

We will assume permission to contact the named referee[s] unless you tell us otherwise.

**Academic Reference:**

Name of referee: .....

Email address: .....

**Academic Reference:**

Name of referee: .....

Email address: .....

**Employment Reference: [if relevant]**

Name of referee: .....

Email address: .....

**Employment Reference: [if relevant]**

Name of referee: .....

Email address: .....

**Section 8: Declaration**

Where did you first hear about this course? .....

I certify that the information provided in this application is accurate and correct.

Signature of Applicant: .....

Date: .....

**Note:**

The Institute may use information provided by the applicant to create an initial student record and complete statistical information for use by the Institute or appropriate external bodies. No statistical data which can identify individuals will be published.

Completed Application Forms and Reference should be email to [admin@isce.ie](mailto:admin@isce.ie) or posted to:

**Postgraduate Admissions,  
The Institute for Supply Chain Excellence  
Tallaght Business Centre,  
Whitestown Business Park,  
Tallaght  
Dublin D24K59A  
Ireland.**

**Please Note:** This application form should be completed with reference to the 'note' attachment.

### What happens now?

1. Acknowledgement of application shall be sent to you if you have enclosed a stamped – addressed post card / envelope.
2. Ineligible candidates will be informed in writing.
3. Eligible candidates shall be invited for interview and/or portfolio assessment.
4. Exceptional Entry - RPL **candidates** shall be contacted and guided through the RPL procedures.
5. All eligible candidates shall be informed of the outcome of the application process

At this stage you may receive:

- A definite offer
- A conditional offer pending examination /assessment result,
- You may be put on a waiting list [pending confirmation of availability of places]
- An unsuccessful letter

### FINAL REMINDER CHECKLIST

Before forwarding your application to the Institute, please ensure that you have the following:

1. **Copy of Transcripts or Results** [where applicable]
2. **Curriculum Vitae** [CV]
3. **Copy of Birth Certificate** [original should not be forwarded]
4. **Copy of Certificate of English Language Competence** [where applicable]
5. **Separate Sheets** [if used in response to section 6 and 8]
6. **References** [ attached references from your stated referees to this application]
7. **Email address:** is your email address easy to read? – please ensure it is clear and legible.

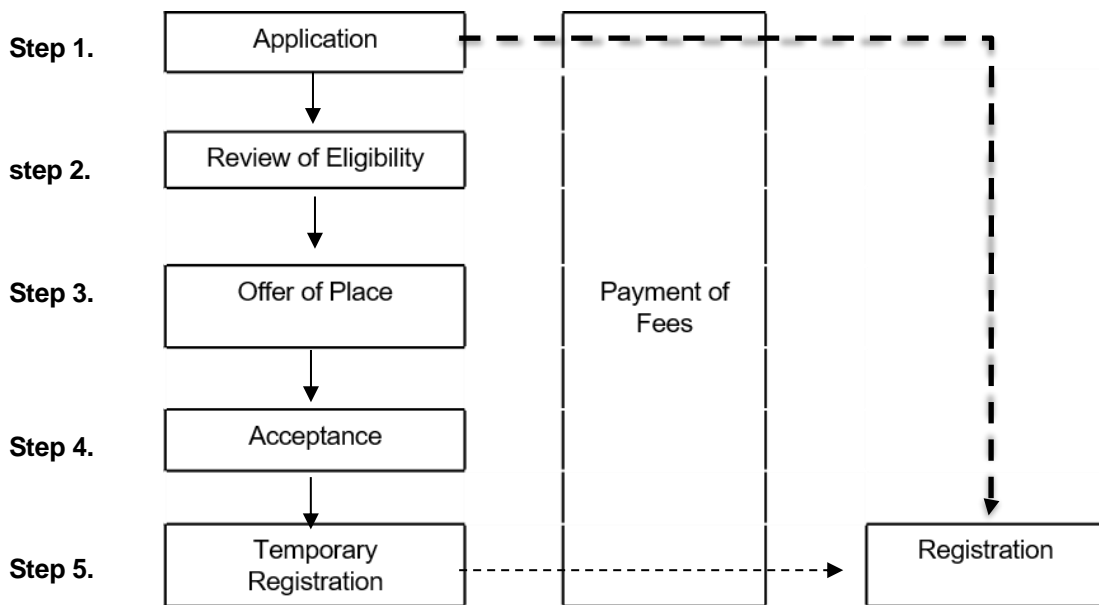
Please note: the programme is subject to a minimum number of approved applicants to proceed.

SAMPLE:

Attachment 5.2

Fees Processing Flowchart

ref: AP/407.11 – 7.2.1



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**Procedure No:** AP/407.12  
**Procedure Group:** Student Admissions Process  
**Issue No:** 1  
**Revision No:** 1  
**Date:** November 2020

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Page 13 of 13

**SAMPLE:**

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Attachment 5.3

**Banner Status Code**

ref: AP/407.11 – 7.10.1

**Banner Code Description**

DA Disable Access  
AR Account on Hold  
DD Deceased  
EL Eligible to Register  
NS Did Not Present for Registration  
OF Offered and Invoiced  
RC Recommended for course  
RD Dissertation  
RG Registered  
RP Repeat and Attending  
RX Registered for Examinations Only  
TR Temporary Registration  
WC Withdrawn Compassionate  
WD Withdrawn/Deregistered  
WF Withdrawn Funded  
WR Web Registration