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1.0 Introduction

1.1 All students will complete their registration and enrolment in-person, there may be a requirement to complete the initial stages of enrolment online (complete a pre-enrolment form) but full enrolment will only be complete when the in person enrolment has taken place. The enrolment process is a fundamental part of the student experience enabling students to immerse themselves into the course. Such interaction becomes an integral piece of the journey giving opportunity to meet staff members who in turn will signpost supporting practices including social, welfare and academic, whilst providing a contact point throughout the course. This document reflects the arrangements the College will undertake to allow new and returning students that opportunity to a successful transition.

2.0 Pre-Enrolment Form

2.1 Students will be notified if the pre-enrolment form completion is required. The link to the form will be sent to the students over email. If any technical support is required students should contact the member of staff of the receiving email or send an email to listed address in section 5.0 of this document.

2.2 In all circumstances we will aim to identify if you have any emergency/additional contacts, such as a parent or sibling, that you would like us to contact in the event of an incident. For students over the age of 18 this information will be voluntary with any emergency/additional contacts stored with privacy rights attached to each individual

2.3 Privacy and consent can be managed by the student once registered on a course by using the available platform highlighted during enrolment. Under the General Data Protection Regulation (GDPR), consent can be freely managed by the student and therefore can be changed at any point in written or verbal format. The College will act accordingly when a request is made and endeavour to change preferences promptly.

3.0 Face-to-Face Enrolment Process

- 3.1 Students will be notified of the details of the enrolment date/ time they are scheduled to attend in person. They will be provided with a list of original documents they are required to bring. Should the student be affected by visa delays, the student should contact the College to confirm their arrival date once known for late enrolment arrangements within the latest enrolment date as set by the College.
- 3.2 Integral to the registration session will be the requirement for all students to evidence the right to study in Germany. For some this may require the presentation of their passport or identification card whereas for others, for instance those requiring immigration permission, a passport and a valid visa. It is also important that students have valid health insurance (other than travel insurance) for the duration of their studies. Information how to obtain this will be shared with applicants before departure to Germany.
- 3.3 Failure to provide the required documents during enrolment may lead to the delay of teaching whilst an alternative registration session is arranged or where the documents may have not been available to view. If the required documents have not been evidenced when requested, or at rearranged registration session, the College will give a final deadline to the student to present the document(s). If this deadline is breached the student may lose the opportunity to register on their course during the semester, moving the start date to the next available semester, or relinquish their place entirely.
- 3.4 Collection of contact information will form a significant part of the registration process where the College will confirm information relating to your current address whilst studying, preferable contact telephone/mobile number, email address and study mode. In all circumstances we will aim to identify if you have any emergency/additional contacts, such as a parent or sibling, that you would like us to contact in the event of an incident. For students over the age of 18 this information will be voluntary with any emergency/additional contacts stored with privacy rights attached to each individual (giving you the option to contact them about certain matters/incidents). Students under the age of 18 will be required to have a nominated guardian who can act in *loco parentis* and be an available point of contact for the welfare and safety of the student. If any of this information is unavailable at the point of enrolment this may delay the completion of the students enrolment and must be provided to the college as soon as it is available.
- 3.5 Privacy and consent can be managed by the student once registered on a course by using the available platform highlighted during enrolment. Under GDPR, consent can be freely managed by the student and therefore can be changed at any point in written or verbal format. The College will act accordingly when a request is made and endeavour to change preferences promptly.

4.0 Further Information

- 4.1 Questions in relation to our enrolment practices or the timing of an allocated registration session should be sent to support@srh-international-college.de. The College will do its best to assist and enquiries that are received and in relation to allocated sessions engage with students to make suitable alternatives. Students are strongly encouraged to proactively contact their college if they have any issues with engaging with their course.