

Grŵp Llandrillo Menai Applications Pledge

Coleg Llandrillo, Coleg Menai and Coleg Meirion Dwyfor are committed to providing you with a range of advice, information and guidance to help you choose the right programme of study. Your college has outlined below, the minimum standards we pledge to help you to make the right choice of course where an interview is required to secure a place.

Your college will:

1. Provide accurate information about courses and programmes of study.
2. Clearly describe the entry requirements and whether or not a reference is required.
3. Promote opportunities to enable you to view the college facilities prior to commencement of a course.
4. Respond to your enquiry in a courteous and professional manner and within **six** working days.
5. Enable you to make an application either online or by completing a form.
6. Acknowledge your application within **six** working days of receipt.
7. Confirm your interview arrangements within **six** weeks of receiving your application. Interviews normally begin from December for the following September entry.
8. Provide you with the opportunity to conduct the interview in either Welsh or English.
9. Send a text to remind you of your interview at least **three** working days beforehand.
10. Provide you with a second opportunity for an interview should the date and time not be convenient.
11. Make you an offer in writing within **six** working days of the interview. An offer may be unconditional; conditional; an alternative course; or no offer.
12. Offer you an alternative course or site or college should the course you have applied to be oversubscribed.
13. Provide further guidance on alternative suitable courses if no course offer is made following an interview.
14. Provide you with an opportunity to appeal against an admission decision within **six** working days of notification.

Applicants are asked to:

1. Apply to college as soon as possible to secure an interview.
2. Contact the college if you are unable to attend an interview.
3. Bring along all the documentation requested in your interview letter.
4. Where applicable, disclose an unspent conviction(s) at the application stage and complete a 'Disclosure of Criminal Convictions Form' prior to interview.

5. Answer all of the questions that the interviewer asks you to enable the College to provide the most appropriate support for your needs.
6. Be prepared that the interview may take some time if you are required to audition or complete a task as part of the process.
7. Accept your offer within **six** working days of receipt to secure your place on the course.

Student Recruitment Service Level Agreement Learner Services

Grŵp Llandrillo Menai's staff offers a range of advice, information and guidance to prospective students from initial enquiry through to registration and enrolment.

The purpose of this Service Level Agreement is to define the minimum standards expected in the delivery of services by Learner Services and Programme Areas in providing applicants, students, parents, schools, careers advisors, employers and other agents with information relating to courses and programmes of study.

The Service Level Agreement outlines the pledge that the Grŵp makes to applicants and the collaboration between the Programme Areas, Academic and Central Services to maximise student recruitment.

Learner Services' Pledge

Learner Services will support applicants and programme areas to maximise the conversion of applications into enrolment by:

1. Promoting all programmes of study and training opportunities across the Grŵp.
2. Liaising with Marketing and Programme Areas to support and endorse marketing and recruitment activities.
3. Providing impartial information, advice and guidance to all applicants.
4. Ensuring that enquiries and applications are responded to within the agreed timescales.
5. Administering the interview, offer and confirmation process.
6. Overseeing the administration of all communication with the applicant.
7. Liaising with Learning Support to ensure that the applicants ALN needs are considered and support requirements discussed at interview.
8. Administering the 'Disclosure of Criminal Convictions' process for all applicants.
9. Liaising with the appropriate Programme Areas to administer the 'Disclosure and Barring Service' process.
10. Liaising with applicants that do not attend an interview to ascertain reasons why and providing applicants with an opportunity for a second interview.
11. Recording the progress and outcome of every application.
12. Overseeing and administering the 'Admission Panels' in liaison with the AP Learner Experience for applicants that provide a cause for concern.
13. Promoting progression opportunities for all learners via Future Options.
14. Monitoring and reporting recruitment against target at appropriate college meetings and committees.
15. Providing and analysing recruitment statistics and trends.

Programme Areas' Pledge

Programme Area Managers will support the administration of the application process by:

1. Liaising with the AP Planning & Development and Learner Services regarding the recruitment targets for all programmes.
2. Providing Marketing with the correct title, qualification(s), start date and duration of all courses and programmes of study for inclusion in college marketing and publicity materials.
3. Supporting and attending college recruitment and marketing events as required.
4. Providing Learner Services with a schedule of interview dates beginning from December until the end of term 3 including non term time.
5. Enabling school applicants to have an interview after 4.00pm.
6. Providing opportunities for applicants to be interviewed through either the medium of Welsh or English.
7. Ensuring that the interview checklist and all paperwork including the ALN questionnaire is completed for every applicant and returned to Learner Services signed and dated.
8. Ensuring all offers are made within **three** working days of the interview and comply with the entry requirements.
9. Enabling staff, where applicable, to make an offer for the level above or below the programme interviewed to meet the requirements of the applicant.
10. Liaising with Learner Services if no offer is made to an applicant so that an alternative programme may be considered.
11. Not operating waiting lists and will liaise with the AP Planning & Development and Learner Services Manager when the course capacity target has been met.
12. Providing opportunities for learners to consider progression opportunities through engaging with Future Options activities.