

Applications Policy

Education institutions process a large volume of applications in the course of their operations. A variety of application types need to be processed in oral, hard-copy and digital format. The human interface in the operation is critical as people can facilitate or impede the efficient functioning of the operation. In line with its core principles, Inscape expects the quality of the application system to be of a high standard as it reflects its professionalism to its students, prospective students, staff, and other stakeholders.

Applications Procedures

The following application forms are available from the campus receptionist or from the Inscape website:

- Interview application form for Design
- RPL / CAT application form
- Replacement document / Course notes / student card
- Module exemption / deferment
- Enrolment: Workshop / Decorating / Draughting
- Design programme: Late or re-submission application (login)
- Moderation application: Draughting / Decor (login)
- Student Assistant application (login)
- Staff laptop application (login)
- Staff leave application (login)

Course Enquiry			
enquirer			
phone	post	walk-in	email
↓	↓	↓	↓
first point of contact			
☞ record enquirer on contact list			
☞ contact list to sales dept to check all captured			
☞ provide initial support to enquirer			
☞ refer enquirer to sales staff			
↓		↓	
sales dept			
☞ provide career counselling			
☞ provide 'application for interview' info			
☞ capture enquirer's details on ICAS			
☞ enquiry follow-up: SMS, email, phone (post?)			

processing of applications

Once an application form (be it for a course, a workshop, a late submission...) is received, it must be immediately acknowledged by the receptionist at the campus where it was received.

- The applicant must be SMSed to inform them that their application has been received and that it is being processed, or
- If documents are outstanding, the applicant must be 'phoned and a follow-up SMS sent informing them of the outstanding documents (see: SMS messages below)
 - The receptionist is responsible for obtaining all the outstanding documents. Follow ups must be done weekly.

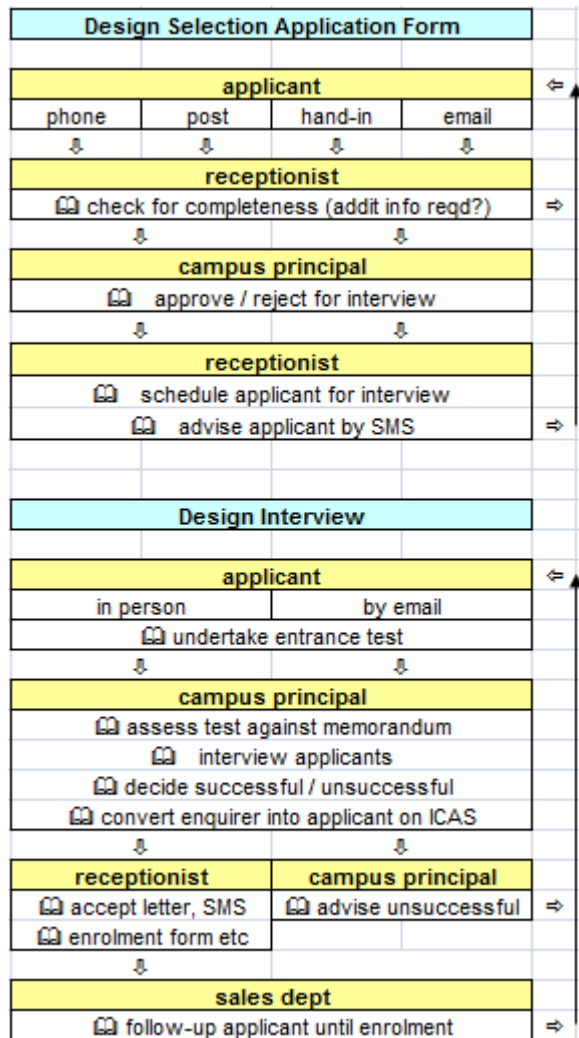
- o The forms for a particular applicant must not be passed on or processed until all the required documentation has been received.

Once the application form with its related documentation has been received by the receptionist, it must be forwarded to the relevant person:

Design programme enrolments: the Academic Manager or Campus Principal
 Late/re-submissions: the Academic Manager or Campus Principal
 Workshop enrolments: the campus receptionist
 Draughting or Decorating enrolments: the campus receptionist

design programme selection application

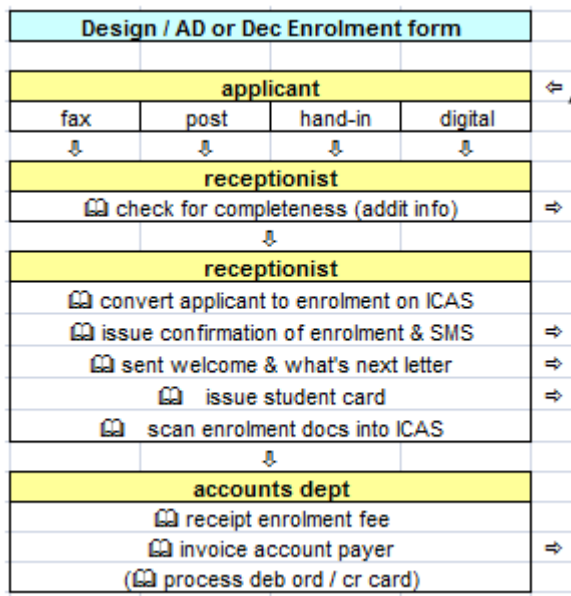
1. If the application is satisfactory, the Academic Manager or Campus Principal hands all Selection Application forms to the Pretoria or Cape Town receptionist to SMS and phone the applicant to book a date for their interview,
2. The receptionist schedules the interview on the Google calendar and informs the relevant campus receptionist that the applicant has been booked for an interview at their campus,
3. On the day of the interview, the campus receptionist is responsible for ensuring that all the following documentation and stationery is ready for the applicants:
 - o test, answer sheet as well as memorandum,
 - o pencils, erasers, sharpeners, pens, clip boards, glasses (for the applicants to draw).
 - o contract sets for every applicant (the regret letter must be at hand in case the applicant is unsuccessful)
 - contract sets must include, acceptance letter, contract of enrolment, debit order/credit card form, account payer conditions and deposit slip. The letter must be addressed personally to the student by first name,
4. The receptionist welcomes the applicants and prepares them for the test, explaining the procedures concerning the test and answering any marketing questions that they might have,



5. Once the contract set has been given to the applicants, it is the responsibility of marketing staff to follow up to establish if the student is enrolling,
6. The follow-up needs to be done on a weekly basis. The list of people needs to be supplied **TO WHOM** by the receptionist after every interview session.

design programme enrolment

1. When the applicant submits the contract of enrolment to the college, the receptionist must establish that it has been correctly and fully completed and that all necessary documents accompany it,
 - If the form has not been correctly and fully completed or all necessary documents do not accompany it, then the applicant must be informed by the receptionist before they leave (or if they have left, by SMS and phone) that the application is incomplete.
2. The marketing staff are then immediately notified by the receptionist via email so that they can stop following up,
3. When the applicant submits the contract of enrolment to the college, the receptionist must establish that it has been correctly and fully completed and that all necessary documents accompany it,
 - If the form has not been correctly and fully completed or all necessary documents do not accompany it, then the applicant must be to be informed by the receptionist before they leave (or if they have left, by SMS and phone) that the application is incomplete,
 - The receptionist is responsible for following up the outstanding documents on a weekly basis and it is also the receptionist's responsibility to ensure that all outstanding documents are received.
4. Once all the documents have been received, the receptionist at the relevant campus captures the student on the database and generates a confirmation letter of enrolment which must be posted and emailed to the new student within 24 hrs,
5. The new student must also be SMSed to inform them that their confirmation letter has been sent.



architectural draughting & interior decorating course enrolments

1. When the applicant submits the contract of enrolment to the college, the receptionist must establish that it has been correctly and fully completed and that all necessary documents accompany it,
 - If the form has not been correctly and fully completed or all necessary documents do not accompany it, then the applicant must be informed by the receptionist before they leave (or if they have left, by SMS and phone) that the application is incomplete.
 - The receptionist is responsible for following up the outstanding documents on a weekly basis and it is also the receptionist's responsibility to ensure that all outstanding documents are received.
2. Once all the documents have been received, the receptionist at the relevant campus captures the student on the database and generates a confirmation letter of enrolment which must be posted and emailed to the new student within 24 hrs.
3. The new student must also be SMSed to inform them that their confirmation letter has been sent.

List of documentation required to process applications:

ARCHITECTURAL DRAUGHTING:
1. Contract of enrolment- all details complete with student and parents signature.
2. Debit order/Credit card instruction – form must be complete with accompanying documentation <ol style="list-style-type: none">a. Debit order: copy of account payers ID and a cancelled chequeb. Credit card instruction: copy of account payers ID and copies of both sides of the credit card.
3. Proof of payment of enrolment fee.
4. Copy of students ID or Passport
5. Copy of student's National Senior Certificate (latest results if the student has not yet completed matric, but they must submit their NSC once they receive it).
6. 2 x ID photos

INTERIOR DECORATING:
1. Contract of enrolment- all details complete with student and parents signature.
2. Debit order/Credit card instruction – form must be complete with accompanying documentation <ol style="list-style-type: none">a. Debit order: copy of account payers ID and a cancelled chequeb. Credit card instruction: copy of account payers ID and copies of both sides of the credit card.
3. Proof of payment of enrolment fee.
4. Copy of students ID or Passport
5. Copy of student's National Senior Certificate (latest results if the student has not yet completed matric, but they must hand in their NSC once they receive it).
6. 2 x ID photos

DESIGN FOUNDATION / INTERIOR DESIGN / GRAPHIC DESIGN:
1. Complete Selection Application form with all answers completed in full.
2. All six drawings submitted as per page 3 of the Selection Application form (even if they don't have art at school and are applying for Design Foundation) <ol style="list-style-type: none"> a. If the student has art they may submit work from their portfolio but the work needs to be photocopied or photographed.
3. Copy of student's National Senior Certificate (latest results if the student has not yet completed matric, but they must submit their NSC once they receive it).

Information for Foreign applicants as well as students wishing to enrol from another institution

Students with international school-leaving certificates need:
<ul style="list-style-type: none"> • an Equivalence Certificate or Foreign Conditional Exemption, for which you can apply to HESA's Matriculation Board (do this months in advance as HESA receives thousands of applications) and • Visual Arts or Design in your final year of school.
Self-taught people and people who studied elsewhere need:
<ul style="list-style-type: none"> • Or Recognition of Prior Learning (RPL) or Credit Accumulation and Transfer (CAT) Complete the RPL/CAT Application form and present a portfolio of work which demonstrates where your knowledge and skills match our syllabus. Legislation limits credits granted through RPL/CAT to a maximum of 50% of your course. (For a detailed explanation of the RPL and CAT, please read the RPL/CAT Policy)

Workshops:
1. Workshop application form
2. Proof of payment
Late/re-submissions:
1. Late/re-submissions application form.
2. Proof of payment (in the case of Draughting or Decorating students, no proof of payment necessary for Design students)
3. The actual work to be marked.

SMSs to be sent to applicants:

1. To inform design programme applicants when Inscape receives their selection application forms,
2. When applicants need to come for their interviews,
3. And when they have been for their interview and have been successful.

For Architectural Draughting and Interior Decorating students, Inscape sends an SMS to inform them of the receipt of their contract of enrolment, and to advise them about their letter of confirmation.

Messages to go to all applicants:

Design programme applicants:

- As soon as the selection application form has been received, the receptionist must SMS the following message to the applicant:

Dear <Name>, thank you for submitting your Design application form. We are processing it. We will contact you within 2 weeks to inform you of the next step.
Thanks, Inscape Design College

- If items are missing from the selection application, the receptionist must send the the following message and phone the applicant to inform them of the missing information:

Dear <Name>, we can't process your application for Design until you have completed question number <?> / submitted two additional drawings / etc.
Thanks, Inscape Design College

- When the Academic Manager / Campus Principal has approved the student for an interview, the receptionist must contact the applicant telephonically and tell them when their appointment will be, and then send them an SMS confirmation:

Dear <Name>, Congratulations! Your interview with the Inscape design panel has been booked for <date> at <time> at <city> campus. Please arrive a little early. Thanks, Inscape Design College

- Once the applicant's interview has been SUCCESSFULL, the receptionist must SMS them:

Dear <Name>, Congratulations! Your application has been approved. Please submit your completed enrolment from as soon as possible to secure your place on the course. Welcome to Inscape. Thanks, Inscape Design College

Architectural Draughting and Interior Decorating applicants:

When the receptionist has received the applicant's contract of enrolment, the receptionist must send one of two SMS:

- If the enrolment form set is complete (ie. contract of enrolment, ID document, Gr 12 certificate, debit order / credit card form and proof of payment):

Dear <Name>, thank you for enrolling with Inscape Design College. We have processed your forms. You will receive your letter of confirmation shortly.
Thanks, Inscape Design College

- If the applicant has submitted the forms, but something is still outstanding, the receptionist must immediately send them the following SMS:

Dear <Name>, we can't process your enrolment application as we still need the following from you: copy of ID / Grade 12 certificate / Proof of payment. We cannot reserve your place on the course, until we receive it. Thanks, Inscape Design College

end

proposed amendments in red
changes since previous release in blue