



Student Registration and Induction Procedure

1. Purpose

The purpose of this procedure is to outline the steps involved in the student registration and induction process. The College place critical importance on registration and induction procedures at UniHaven which allows new students to feel welcome and valued and to settle into their programme. Expectations of students and the ethos of the College are communicated to students. All induction activities are provided in an accessible manner in advance of programme commencement.

2. Roles and Responsibilities

This procedure applies to all students registering on a programme of study at the College. The Recruitment and Admissions Officer is responsible for ensuring the timely registration of students. It is the responsibility of the Academic Director to approve and sign off supporting documents and marketing materials which will be distributed to students upon registration and induction.

3. Documentation

The checklist in the Appendix will be used by the recruitment and admissions office to ensure the College have all information and documents required for registration and programme commencement.

4. Procedure

Registration

Following the Admissions procedure, once students have accepted their programme offer and paid their required tuition fees, they will be registered on the College IT Systems/Servers by the Recruitment and Admissions Officer. Students will receive a registration pack including



details of their programme, timetables, and information on induction in advance of their starting date.

Induction

The College seeks to provide high-quality care and support for students which begins with ensuring that all students receive an appropriate induction. Once semester 1 starts, all students will go through a formal registration and induction week where they will be informed about all aspects of the study and student support in the College. They will have information sessions during the induction on how they can access and use the technology learning tools at the College and the necessary hardware and software required as well as how teaching and learning will be run in the College. Students must be registered to be able to attend classes, access timetables, the library services and all other services.

The Student Support Officer provides information, advice and assistance to all students and will endeavour to answer student queries offering practical support. Their email is studentsupport@unihaven.ie. The Student Support Officer also deals with issues such as confirmation of registration letters, change of address, or collection of student cards. The student card will be issued by the Student Support Officer during programme induction. If the card is lost, stolen or destroyed, students must report its loss and obtain a duplicate from the Student Support Officer.

Students from outside the European Economic Area (EEA) must register with the Irish Naturalisation and Immigration Service (INIS) following their arrival and registration at the College. They will receive a letter from the College to bring to their appointment with INIS stating all fees have been paid in full and that they are undertaking a full-time programme of study at the College. They will be required to pay a fee of INIS of €300 at the appointment. However, please be aware this fee is subject to change without notice.



Following this, they will receive their Irish Residence Permit (IRP) card which includes their name, address, photograph, and residence details in Ireland. Students residing outside of Dublin City or county must register at their local immigration registration office. These offices are managed by the Garda National Immigration Bureau (police) and located at Garda (police) stations nationwide.

Induction information sessions are designed to give students a deeper insight into life in Ireland and the culture of the College. Induction activities may include but are not limited to the following:

- Informational Presentations – background and contextual information about the College.
- Policies and procedures including data protection regulations (e.g., data collection and storage for online learning).
- Students will be provided with UDOC002 UniHaven Student Handbook Rev 2 outlining all relevant information about the College but especially the range of student supports available and how to access them. The Handbook is given to students on their first day of induction. It is also available online through the College website.
- UDOC001 UniHaven Programme Handbook Rev 2 – students will be provided with a copy of the Programme Handbook that outlines all academic-related information about their study including blended learning methodologies and assessments at the College.
- Student cards - Student Cards will be issued to students by the Student Support Officer during their induction.
- IT – to include email, logins, usernames, passwords, for Office 365, Claned, and the online library IT system.
- Facilities/Premises Walkabout – to get new students fully spatially aware of their surroundings and the facilities available to them.
- Health, Safety and Emergency Procedures – as relevant to the College premises when it has been identified.



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- Opening bank accounts to allow immediate lodgements and payments for services such as accommodation, guardian nominee services etc.
 - A full list of supports and activities that are available are fully documented in the Student Handbook and includes the following:
 - College Pathways.
 - The Student Experience.
 - Pre-Arrival.
 - While Studying in College.
 - On Arrival.
 - Induction and Registration.
 - Student Charter.
 - Application Process.
 - Programme Start.
 - Teaching and Learning.
 - Equality, Diversity and Respect.
 - Support Services.
 - Possible Problems.
 - Teaching and Learning.
 - Academic Support.
 - Student Facilities.
 - Information Technology and Computer Services.
 - Email.
 - LMS.
 - Student Representation.
 - Student Interaction.
 - Student Attendance.
 - Students with Disabilities.
 - Students Who Are Minors/Children.
 - Academic Misconduct Prevention.
 - Student Complaints and Grievances.



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- Student Discipline.
 - Student Data.
 - Social Programmes.
 - Pastoral Care.
 - Student Retention.
 - After Students Leave the College.
 - Alumni.
 - General Student Regulations.
 - Refunds.
 - Additional Information.
 - About Ireland.
 - Transport.
 - Accommodation.
 - Bank Accounts.
 - Electricity/Voltage.
 - Shopping.
 - Bank Holidays.
 - Student Wellbeing.
 - Medical Insurance.
 - Medical Care.
 - Safety.
 - Emergencies and Emergency Services.

5. Quality Control

The Academic Director is responsible for ensuring that policies are developed and maintained, that they remain fit for purpose, that they remain in compliance with QQI guidelines, that they are updated as per agreed timetables, and that they are being implemented as intended. In the latter context, the Academic Director will inspect a sample of policies each year to check for the correct implementation and bring the findings to AC as part of the annual QA/QQI review and reporting process.

Appendix

Registration Checklist

- Copy of secondary/ high school academic transcripts.
- Evidence of competency in English within 2 years (e.g., IELTS).
- Copy of Passport.
- CV when asked for - outlining academic institutions attended, qualification transcripts and past work experience carried out. This should be presented in chronological order.
- Application Form (online or paper).
- Confirmation of Acceptance.
- Confirmation of Payment(s) received.
- Confirmation of Visa Approval.
- Confirmation of Medical Insurance.
- Next of kin and family/guardian/relative contact details.

| Quality Assurance Manual (QAM) Chapter 4 | |
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| References/ Supporting Documentation | UDOC000 UniHaven Quality Assurance Manual Rev 2 UPOL007 UniHaven Student Recruitment and Admissions Policy Rev 2 UPOL008 UniHaven Fees and Refund Policy Rev 1 UPOL018 UniHaven Learner Disability Policy Rev 2 UPOL026 UniHaven Communications Policy Rev 1 |