

Before Your Enrolment

I've accepted my offer. Does that mean I have a place?

Your place is confirmed once you have completed your enrolment and met any entry requirements for your course.

I haven't received my enrolment email. What should I do?

Please check your junk or spam folder first. If you still haven't received it, contact our Client Services Team who will be happy to help.

Can I change my course before I enrol?

Yes. If you would like to discuss changing your course, speak to our Admissions or Curriculum Team when you attend enrolment. We'll discuss the options available, subject to entry requirements and course availability.

What if I don't get the grades I expected?

Please still attend your enrolment appointment. Our tutors will discuss your results with you and help you find the most suitable course or pathway.

On Your Enrolment Day

Where do I go when I arrive?

Please report to Reception when you arrive on campus. Staff and signage will direct you to the correct enrolment area.

A campus map and directions are available on our website.

Can I arrive early?

We recommend arriving at your allocated appointment time. All students are given a specific timeslot to help us manage enrolment as smoothly as possible.

Can I attend on a different day?

If you are unable to attend your allocated appointment, please contact Client Services as soon as possible. We will do our best to arrange an alternative appointment.

Please do not attend on a different day without confirmation, as we may not be able to see you and you may need to return another day.

How long will enrolment take?

Please allow up to 2 hours to complete your enrolment.

Will I need to pay anything on the day?

Depending on your course, you may need to pay a £50 College Resource Fee.

- Card payments only are accepted during enrolment.
- If you are self-funding and cannot pay in full, we can discuss a payment plan.
- If you think you may be eligible for financial support, you can apply for a bursary. If approved, this may help cover your Resource Fee and other course-related costs.

Can someone come with me?

Yes. As enrolment is very busy, we ask that students attend with no more than two accompanying people wherever possible.

Documents You'll Need

What happens if I forget my GCSE certificates?

Unfortunately, we cannot complete your enrolment without seeing your original qualification certificates. We cannot accept photographs or photocopies, as we need to scan the originals onto our system.

Can I use digital copies of my qualifications?

No. Please bring the original certificates.

What identification can I bring?

Please bring one of the following:

- Passport
- Driving Licence
- Birth Certificate
- Other government-issued photo ID

If you are studying in the UK on a visa, please bring your ARC card or be prepared to provide a valid Share Code.

What if I don't have a passport?

That's fine. Other forms of government-issued identification, such as a Birth Certificate or Driving Licence, are accepted.

Please refer to your enrolment email for the full list of required documents.

Results & Qualifications

Do I need to bring my GCSE results?

Yes. Please bring your original GCSE results and any other qualification certificates.

What if I didn't achieve the English or Maths grades I needed?

Please don't worry. Our English and Maths team will be available during enrolment to discuss your options and advise on the most appropriate next steps.

Can I still enrol if I don't meet the entry requirements?

Yes, please attend your appointment. A tutor will discuss alternative courses or progression routes with you.

Financial Support

Can I apply for a bursary?

Yes. Support with completing a bursary application will be available during enrolment.

Please note that bursary decisions are normally made within 1–2 weeks after your enrolment.

How do I apply for travel support?

Information about travel support will be available during enrolment, and our team can advise whether you are eligible to apply.

Do I have to pay tuition fees?

This depends on your age, course and personal circumstances.

Many students aged 16–18 do not pay tuition fees. If fees apply to your course, we will explain these during enrolment and discuss any available payment options or financial support.

Additional Support

I have additional learning needs. Who should I speak to?

Our Learning Support Team will be available throughout enrolment to discuss any support you may need before you start college.

I have an Education, Health and Care Plan (EHCP). Do I still need to attend enrolment?

Yes. If you have significant accessibility requirements or an EHCP, please contact Client Services before your appointment so we can make any reasonable adjustments to support your visit.

I'm feeling anxious about starting college. Can someone help?

Absolutely. We understand that starting college can feel overwhelming.

Our staff are here to support you throughout the enrolment process. Please let us know if you're feeling anxious and we'll do everything we can to help you feel comfortable.

Starting College

When do lessons start?

During enrolment you will receive a postcard confirming the arrangements for your first day at college.

How will I receive my timetable?

Once you have enrolled, you will be able to access your timetable online through ProPortal. We do not routinely issue paper timetables unless they are required in exceptional circumstances.

At enrolment, you will also receive information about your first day at college, including where to go and what to expect.

When will I receive my student ID card?

Your student ID card will be produced during enrolment, so please be prepared to have your photograph taken.

How do I access my college email and online systems?

Once you have completed your enrolment, you will be issued with your college email account and access to ProPortal, SharePoint and Microsoft Teams.

To activate your account, you will need to complete two-factor authentication (2FA). During your induction, staff will provide step-by-step guidance to help you set up your account and access all of your college systems.

Your college email will be the primary way we communicate with you throughout your time at the College, so it is important that you activate your account and check it regularly.

Travel & Parking

Where can I park?

Free parking is available at both campuses during enrolment, although it is expected to be busy. Please allow extra time for parking before your appointment.

How do I get to college by public transport?

Travel information for each campus is available on our website.

Is there bicycle parking?

Yes. Secure bicycle parking is available on campus.

Can parents stay during enrolment?

Yes. Parents, carers or another trusted adult are welcome to accompany students throughout the enrolment process.

As enrolment is a busy period with a high volume of people attending, we kindly ask that learners bring no more than two accompanying guests wherever possible. This helps us ensure there is enough space for everyone and allows the enrolment process to run smoothly.

Food & Facilities

Can I buy food on the day?

As your enrolment appointment may take up to 2 hours, we recommend eating before you arrive where possible. There are limited places to purchase food and refreshments near the College, so we encourage you to remain on campus for the duration of your appointment.

If Your Circumstances Change

Can I defer my place until next year?

In many cases, yes. Please contact Client Services to discuss your options.

What happens if I miss my enrolment appointment?

Please contact Client Services as soon as possible so we can arrange another appointment, subject to availability.

What if I'm on holiday during enrolment?

Please contact Client Services before your appointment so we can discuss alternative arrangements.

I've changed my address or phone number. What should I do?

Please let Client Services know as soon as possible so we can update your records.

If you've moved home, please bring proof of your new address (such as a recent utility bill or bank statement) so we can update our system.

After You've Enrolled

How will the College contact me?

We'll contact you using the email address you used when you applied.

Will emails be sent to me or my parent/carer?

Communication will normally be sent to the email address provided on your application. Parents or carers may also receive communications where appropriate.

What happens after I enrol?

Once you've completed your enrolment, you'll receive your student ID card and a postcard confirming the details of your first day at college, including where you need to go and what time you should arrive.

Your next steps are:

1. Complete your enrolment.
2. Receive your student ID card.
3. Receive your First Day postcard with your start date, time and location.
4. Attend your first day of college as detailed on your postcard.
5. Meet your tutors and classmates and begin your college journey.