

# Frequently Asked Questions

## Enrolling for 2010/2011



The information in this leaflet refers specifically to the enrolment period from 21<sup>st</sup> June 2010. It relates to all courses, except for those which require tutor approval in advance of enrolment, such as the accredited courses (e.g. Access into Art, Counselling, ITEC) and the courses in the Skills for Life section, and where students need to check they are enrolling at the correct level e.g. Chamber Orchestra. These courses are indicated in the prospectus. Reception can give further details.

Our current prospectus and website contain general information about enrolments, and how to go about them.

### FAQs

#### 1. When will the new prospectus be available?

It will be posted out to current students and to new enquirers who have asked to be on our mailing list during the week beginning June 14th. Copies will be given to new enquirers, and display copies will be available for existing students from Reception from Friday 18th June. To prevent waste, existing students are asked not to take additional copies away with them.

#### 2. When can I enrol?

Enrolment starts on 21<sup>st</sup> June.

#### 3. How can I enrol?

Online enrolment is quick and easy, so if you are a full fee payer and know what course you want, then enrol online from 21<sup>st</sup> June at 9.30am. Once the prospectus is published, you may post, fax or hand deliver your enrolment form to Reception. Processing will start at 9.30am on 21<sup>st</sup> June 2010. Any forms received before then will be kept safely, and will be processed with all the other enrolments that arrive on Monday 21<sup>st</sup> June.

#### 4. Can I enrol at Reception while I wait, from the start of the enrolment period?

No, not during the week of 21<sup>st</sup> June, as it's just too busy. If you deliver your enrolment form that week, your confirmation details will be posted out to you.

Over the counter enrolment will start Monday 28 June.

NB All enrolments received during the first enrolment week will be processed before 28<sup>th</sup> June, see note 7 below.

#### 5. When do phone enrolments start?

Phone enrolments start from 5 July 2010.

#### 6. And online enrolments?

From 9.30am on Monday 21<sup>st</sup> June, for full fee payers only (see details below for enrolling as a concessionary student). If you are away when enrolments start, enrolling online is a good option.

**7. Course availability.....What about classes which fill up very quickly?**

We receive a very large number of enrolment forms by post and by hand on the first day of enrolment. It is not possible to process them strictly in the order in which they arrive on the day, as the volume is too large and the postal enrolment forms all come in one delivery. Enrolment forms are distributed amongst all our administrative staff who process them as quickly as they can.

Forms are stamped with receipt date (all forms received before and on Monday 21<sup>st</sup> June are stamped Monday), and are then processed in date order. A form received by any means (post, fax, person) and stamped 21<sup>st</sup> June will be processed before all those received on Tuesday, and so on, during enrolment week.

**8. I want to join a very popular class. What is the best way of getting in? Should I queue up on the first day of enrolment?**

No! Being first in the queue at the Centre at 9.30am on 21<sup>st</sup> June will not mean that your enrolment will be processed before a form delivered by someone behind you in the queue, or before a form arriving by post that day.

However, we guarantee that all forms received on Monday are processed before those that arrive on Tuesday and so on throughout the week. We do appreciate that many courses are very popular and it causes disappointment if you do not get a place. Many of the art classes fill up very quickly, so putting an alternative course on your form will help, if your first choice is full. You will be put on the waiting list for any course which is full, so you may in due course, get a place.

**If you are a full fee payer, and do not need information about the course you wish to enrol on, then online enrolment is the quickest way of getting onto a class.**

Secure web enrolment is via our website: [www.marywardcentre.ac.uk](http://www.marywardcentre.ac.uk)

**9. I would like to apply to the Student Support Fund for help with course fees. How do I manage that, at the start of enrolment?**

**You must let us know when you submit your enrolment form, if you are applying to the Student Support Fund.** Support Fund application forms will be available from reception and on the website in the usual way. All applicants must complete a new Support Fund application form, with evidence attached, before the application can be considered, even if you have already done this for the current year. It will be quicker for you if you can give us your completed Support Fund application form with your course enrolment form, but we realise you may not have the evidence with you when you complete the enrolment form. If we know you are applying to the fund, a place on the course can be saved for 3 days from receipt of enrolment form, to give you time to submit your evidence.

**10. How do I pay for my course?**

- All enrolments (postal, fax and online) must use the enrolment form.
- Postal enrolments should be sent to the Mary Ward Centre, 42 Queen Square, London WC1N 3AQ and should be accompanied by cheque, postal order or credit/debit card details; **no cash by post please.**
- Hand delivered enrolments should be accompanied by cheque or credit card details. We won't be enrolling you at the counter during the first enrolment week, so for security reasons, we would prefer not to accept cash.

- However, if you do want to pay by cash, please provide the **exact money** in an envelope, marked with your name, securely attached to your enrolment form. Change cannot be given. A receipt will be issued, if you pay by cash.
- Faxes must include your credit/debit card details. Fax no is 020 7269 6002.
- Online enrolments are by credit/debit card and only for full fee-payers and are via our secure payment line at [www.marywardcentre.ac.uk](http://www.marywardcentre.ac.uk)

**11. What happens if the course I want is full?**

Your name will be put on the course waiting list, and your payment, (or balance, if you chose more than one course) will be returned to you by cheque. Be assured that your credit card details will not be used if no enrolment takes place.

**12. Can I pay by instalment?**

Yes, if enrolling on a year long course or 3 termly enrolments of the same course. For this, you must bring your bank details: the name, address and sort code of the bank, and your account number, when you come to enrol, in order to set up a direct debit. Separate instalment arrangements apply to ESOL and certificated courses. Ask for the explanatory leaflet for more details.

**13. How do I claim a concessionary fee?**

The list of concessions is on the enrolment form, and on the website. All students who are enrolling at the concessionary rate must present their concessionary evidence (dated within the last 6 months) at the start of each academic year. This applies to both new and continuing students, so people who were on a course with us during 2009/2010 are asked to present their correctly dated their evidence once again. A signature on last year's form is not sufficient (see also note 13 below about Over 60's classes concessions).

If you are over 60 and your concession is based on your status as a DWP (Department of Work and Pensions) state registered pensioner (sole income), you must sign the declaration on the 2010/2011 enrolment form, even if you were enrolled with us and had signed the form in a previous year.

**14. Concessions for Over 60's classes**

To claim the concessionary fee for the Over 60's classes, you must provide evidence from one of our concessionary categories e.g. Pension Credit, Housing Benefit etc. A signature showing that you are a DWP pensioner is not sufficient.

**15. I am low waged, but not in receipt of benefit. Can I enrol as a concessionary student?**

Not unless you fit in our concessionary fee categories; see list on the main page of our website:

<http://www.marywardcentre.ac.uk/StudentInfo/StudentInfo-Ready.asp#FeeConcessions>

**16. I am not eligible for the concessionary fee. Can I still have help towards fees?**

You may be eligible to receive support through our Bursary Fund. To apply, you need to complete the application form, and give it to Reception, with the evidence attached. Please ask for the explanatory leaflet, for more details.

## 17. How do I enrol on a course needing tutor approval?

Courses needing tutor approval (marked \* in the prospectus) have special enrolment procedures, so postal, fax and online enrolments are not accepted for these. Application forms and information leaflets for most of these courses are on the website, under the relevant subject area. Please note that ESOL and Skills for Life courses have different enrolment arrangements, see prospectus. Reception has details of how to enrol on these.

## 18. How do I enrol on a Birkbeck Extra-Mural course?

We cannot enrol you at the Mary Ward Centre. You should enrol via Birkbeck, by calling 020 7631 6651, or online at [www.bbk.ac.uk/ce](http://www.bbk.ac.uk/ce). For advice on these courses, call 020 7631 6669/6665.

## 19. Why the Membership Fee?

A membership fee for students was introduced in 2007. Government policy dictates that students are asked to pay more towards their course costs. The membership fee helps us to keep this increase as low as possible.

**The membership fee is payable once each College year, at the time of your first enrolment:** £10 for full fee payers and £5 for concessionary fee payers.

## 20. Do all students need to pay the membership fee?

Yes, except for Skills for Life students and those on community outreach courses.

**Please remember to include the membership fee with your first enrolment. Failure to do so could result in your enrolment being delayed.**

## Enrolment Checklist

<b>What you need to do:</b>	✓
Check that there are no special enrolment procedures for your chosen course, requiring tutor approval.	
Complete the Enrolment form, with *course code, and your details. *For very popular courses, alternative course choice is highly recommended.	
Include your concessionary evidence, if appropriate, dated within last 6 months, /or sign and date the DWP section on form.	
If you are enrolling on an Over 60's class as a concessionary student, provide concessionary evidence as listed on the enrol form.	
Include full payment, including membership fee (not for courses in the Skills for Life section): cheque made out to Mary Ward Centre, or credit/debit card details	
<b>What we do for you:</b>	
Accept enrolment forms over the counter from dates as above.	
Enrol you, in date order of receipt, and return enrolment details by post.	
Process all enrolments received during first week (21 – 26 June) by 28 June.	
If course is full, place your name on course waiting list, and return payment to you (if you have not specified an alternative).	