

Enrolling for 2011/2012.....some Frequently Asked Questions

The information in this leaflet refers specifically to the enrolment period from 27th June 2010.

It relates to all courses, except those in the Skills for Life section, and to accredited courses where tutor approval is required before enrolment e.g. Counselling, and to courses where students need to check they are enrolling at the correct level, such as Music Chamber groups. 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 on our mailing list, the **week beginning 20th June**. Display copies and copies for new enquirers will be available from Reception from Friday 24th June. To prevent waste, existing students are asked not to take additional copies away with them.

2. When can I enrol?

Enrolment starts on 27th June.

3. How can I enrol?

Once you have your prospectus you can post, fax or hand deliver your enrolment to us. Processing will start at 9.30am on 27th June 2011. Forms received before 27th June will be kept, and processed with all the enrolments that arrive on Monday 27th June.

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

No, not during the week of 27th June; it's too busy. Confirmation details for enrolment forms received during the week of 27th June will be returned to students by post.

Over the counter and phone enrolment starts Monday 4 July.

NB All enrolments received during the first enrolment week will be processed before 2nd July.

5. When do phone enrolments start?

From 4th July.

6. And online enrolments?

From 9.30am on Monday 27th June, for full fee payers. 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 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. The volume is too large and the postal enrolment forms arrive in one delivery.

Forms are processed by a number of administrative staff, in order of day of arrival. So all forms received before or on Monday 22nd June, will be processed before 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! Queuing at the Centre at 9.30am on 27th 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.

All forms are date stamped on arrival, and we guarantee that all forms are processed in order of day of receipt, during that first week.

We 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 stand by 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

9. 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/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 need 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

10. What happens if the course I want is full?

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

11. Can I pay by instalment?

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

12. How do I claim a concessionary fee?

Due to government changes in the way the Centre is funded, there are some changes this year in the concessionary eligibility. Please see the separate leaflet: Concessionary Fees, an Explanation, for details. We ask to see your evidence again, even if you have enrolled with us recently (the leaflet is also available on our website).

13. 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 information in our website:

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

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

Yes, you may be eligible for help from our Student Support Fund. To apply, complete the application form, and give it to Reception, with the evidence attached. Please ask for the explanatory leaflet, for more details.

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

Any course marked * in the prospectus, such as those in the Skills For Life Section of our programme, or Community Interpreting or ECDL require tutor approval, so postal, fax and online enrolments are not accepted for these. Reception has details of the special enrolment processes for these courses.

How do I enrol on a Birkbeck course?

You must enrol via Birkbeck at www.bbk.ac.uk. We cannot enrol you at the Mary Ward Centre. Quote the Birkbeck course code (starting FFPS....)

16. Why the Membership Fee?

The membership fee helps us to keep the increase in course fees as low as possible.

It is payable once each academic year, at the time of your first enrolment:
 £10 full fee; £5 for concessionary fee payers.

17. 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

What you need to do:	
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. This applies, even if you have enrolled with us recently.	
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 MWC, or credit card details	
What we do for you:	
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 (27 June 1 July) by 2 July.	
If course is full, place your name on course waiting list, and return payment to you (if you have not specified an alternative).	

And a reminder....

If you are a full fee payer, and know what course you want, then enrolling online is the easiest and quickest way to enrol.

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