



Document title:	Standard Operating Procedure On Student Enrolment Processes	
Document Version	Version Number 1	
SOP SUB- PROCESSES:	<p>Sub-Process 1: Enquiry Management of Prospective Students</p> <p>Sub-Process 2: Provision of Career and Programme Advisory Services</p> <p>Sub-Process 3: Submission of Application by New Students</p> <p>Sub-Process 4: Selection and Admission of New Students</p> <p>Sub-Process 5: Selection and Admission of Returning Students</p> <p>Sub-Process 6: Student Registration</p> <p>Sub-Process 7: Student Enrolment Management and Verification</p>	
Purpose of the document	<ul style="list-style-type: none"> • To illustrate good business practices. • To describe related activities, roles and responsibilities and key performance indicators. • To support capturing of information (data). • To support evidence-based management and performance of PETVET College. • To capture quality information for monitoring, improving and reporting purposes. 	
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BACKGROUND AND PURPOSE

1.1. Standard Operating Procedures for Public TVET Colleges

An SOP is a specific procedure or set of procedures followed in carrying out a given operation or in a given situation to enhance quality. SOPs are a part of continuous improvement strategy which should be continuously reviewed and revised as processes and services change as a result of policy developments and become more efficient due to automation and the use of information technology.

1.2. Purpose

To illustrate current good business practices. To describe the related activities, roles and responsibilities and key performance indicators (KPIs). To support the capturing of information (data) to support evidence-based management and performance of public TVET colleges. To capture quality information for monitoring, improving and reporting purposes.

1.3. Work Process

A number of consultative workshops with college and departmental representatives were conducted in 2017 and 2018. The plan is that the Department will release the SOPs to the final stakeholder, notably TVET colleges, for implementation. Several workshops were held from 2022 – 2025 at PETVET College with the purpose of understanding the SOPs for implementation process.

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2. DEFINITIONS AND ABBREVIATIONS

2.1. Definitions

The table below provides a definition of how the processes have been described and the key terms that have been used.

Activity Matrix	An activity matrix details activities to be carried out with TVET college responsibilities allocated and with reference to KPIs and data to be captured.
Critical Success Factor	Key data that informs an individual, department or college whether an activity or activity step is done successful.
Data Capturing Requirements	The data to be recorded and captured for purposes of compliance, critical success factor or TVETMIS reporting and KPI monitoring, both internally and the Department.
Key Performance Indicators (KPIs)	This section describes the KPIs for the process. They must all meet the KPI definition of being DEFINABLE, MEASUREABLE, ACTIONABLE, and COMPARABLE which means that they can be used to monitor performance and to take action for improvement. Also, metrics around execution of the SOP can be listed here.
Ownership/Responsibility and Stakeholders	Specification of the departments, functional units or positions in a college that are important to the process, either by completing prior processes, executing the actual process or in picking up the outputs of the process. These are the TVET college actors described with their respective role(s), as well as their responsibilities in the process described.
Pre-Requisites	There might be preceding processes or activities that need to be executed before the process that is being dealt with. Also, information (documents, data) that is required for the process, should be mentioned here.
Purpose	Would, as applicable, be expressed as both an (a) outbound college reason for the process and (b) an inbound college reason for the process.
Process Flow Chart	A flowchart diagram with a specification of the process.
Use Cases and Minimum Standards	This is a specification of the minimum process standard which must be complied with by the college. This may be a timeline, data, quality related standard or the use of information technology.
Version Control	Version number and revision date to be inserted and a specification of the changes made.

2.2. List of Abbreviations

BMS	Electronic Business Management System
CRM	Electronic Customer Relations Management System
CSF	Critical Success Factor
KPI	Key Performance Indicator
PQM	Programmes and Qualification Mix
SOP	Standard Operating Procedure
SSS	Student Support Services
TVET	Technical Vocational Education and Training

3. OVERALL PROCESS: ENROLMENT

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3.1. Key Performance Indicators – Student Enrolment

In order to monitor, report and analyse the overall student enrolment, colleges must be able to trace at least 5 different stages of the student enrolment lifecycle as follows:

1. **Prospective students** – Enquiry stage with request for information.
2. **Applicant students** – students that have submitted an application with request for admission (both new and returning students).
3. **Admitted students** – students that have been admitted (both new and returning students).
4. **Registered students** – students that have been registered as a student in the College BMS. Many colleges merge the admission and registration into a single administrative step. However, even if admitted or registered, the student (or the college) can change the place of study, and the student may even decide to not register. The college (and the Department) need insight in how many students did not register after being admitted and this is the reason for separately defining the two processes.
5. **Verified registered students** – where a student has attended classes and can be officially reported as such.

3.2. SOP Sub-Processes

- 3.2.1. Enquiry Management of Prospective Students
- 3.2.2. Provision of Career and Programme Advisory Services
- 3.2.3. Submission of Application by New Students
- 3.2.4. Selection and Admission of New Students
- 3.2.5. Selection and Admission of Returning Students
- 3.2.6. Student Registration
- 3.2.7. Student Enrolment Management and Verification

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Sub-Process 1: Enquiry Management of Prospective Students

1. Scope

This SOP applies to all staff within the College who handle:

- Inquiries about courses, admission processes, events, or college programs.
- Complaints from prospective students, current students, parents, or external stakeholders regarding marketing activities or related services.

2. Responsibilities

The responsibility of enquiries management is shared amongst the following:

- Marketing Manager
- Marketing Officer
- Marketing interns
- Erica Central Admin receptionist
- Campus Registration clerks
- Campus receptionists
- Campus secretaries

3. Procedure to follow

3.1. Receiving Enquiries

1. Channels:
 - Phone, email, social media, website(email), in-person visits.
2. Logging:
 - Record enquiry details in the Enquiry Log (date, name, contact, nature of enquiry).
3. Acknowledgement:
 - Telephone – immediately
 - Email - immediately
 - Email(website)– within 3 days
 - Social media – within 2 days
 - In person - immediately
4. Response:
 - Provide accurate and complete information.
 - For complex queries, forward to relevant staff and follow up within 48 hours.
5. Closure:
 - Confirm with the enquirer that their query has been resolved and record in the log.

3.2. Receiving Complaints

1. Channels:
 - Complaints may be received via phone, email, social media, suggestion boxes, or in person.
2. Logging:
 - Record details in the Complaint Register (date, complainant, issue, supporting documents).
3. Acknowledgement:

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- Acknowledge receipt within 48 hours, providing an estimated timeframe for resolution.
 - 4. Investigation:
 - Marketing Officer investigates internally and gathers facts.
 - If necessary, consult other departments for clarification.
 - 5. Resolution:
 - Propose a resolution or action to address the complaint.
 - Communicate the outcome to the complainant within 5 working days.
 - 6. Escalation:
 - Unresolved or serious complaints are escalated to the Marketing Manager or College Management.
 - 7. Closure:
 - Confirm resolution with the complainant, document the outcome, and close the complaint in the register.
- 4. Reporting**
- Monthly report to the Marketing Department for recording.

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Sub-Process 2: Provision of Career and Programme Advisory Services

1. SCOPE

Student Support Services and Campus Managers co-own the responsibility for setting up the test facilities, location and scheduling. Marketing department and college officials associated with promotional and advisory services, organising school visits and open day events at campus level, also play a vital role in this process.

2. ROLES AND RESPONSIBILITIES

Student Support Services develop a plan for selection/placement testing which includes the venues to be used, the dates and times of the testing, group selection and booking slips (where applicable). Campus application and admission procedures give guidance to SSS during this process.

3. ACTIVITY MATRIX:

Number	Action Step	Responsible Person	Comments	CSF and KPI	Data to capture
1.	Placement testing of the applicant	Student Support Services at campus level	The process caters for selection and placement into PLP, NCV, Report 191 and Occupational Programmes	<ul style="list-style-type: none"> - Online testing is conducted. - Testing is generic as well as testing Language and Numeracy 	<ul style="list-style-type: none"> • First and last names, • Career interest programme of choice, • Testing done, Y/N • Reason for no testing
2.	Result of assessment/test is issued.	Student Support Services with assistance from HOD or Senior lecturer in reviewing the results	Capture data for PLP as a subject, Mathematics, English Language and Literacy competence.	<ul style="list-style-type: none"> - Turnaround time on advice – is immediately after the completion of the test 	<ul style="list-style-type: none"> • Student ID, • Tests completed, • Academic support needed, • Placement letter containing advice with choices 1, 2 and 3. • Outcomes on Mathematics, English language and Literacy competence • Outcome on career interests' assessment.
3.	Provide advice on choice of programme	Student Support Services, HOD and Senior Lecturer		<ul style="list-style-type: none"> - Ratio – students are given 3 options - Ratio available versus advice versus preference, 	<ul style="list-style-type: none"> • Choice, advice and placement, • Students in agreement with advice, • Reason code for advice



				<ul style="list-style-type: none">- Percentage of students the do not follow advice given, while still places available as their first preference.	
4.	PLP admission is advised.	Student Support Services, HOD or senior lecturer	Applicants who do not meet the entry requirements of programme of their choice are advised to go into PLP.	<ul style="list-style-type: none">- Percentage of students qualify for PLP versus available seats- Students who obtained less than 40% in Pace test are referred to PLP	<ul style="list-style-type: none">• Student ID,• Advice
5.	Application form is completed	Student Support Services hands over to campus staff for enrolment following the application entry process		<ul style="list-style-type: none">- Ratio: advice versus actual choice,- Ratio: available places vs demand and preference	

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Sub-Process 3: Submission of Applications by New Students

1. SCOPE

Online application process which is fair to all applicants. Application dates are clearly defined and advertised led by the Marketing department, in various media outlets including college website, Facebook and Instagram.

2. ROLES AND RESPONSIBILITIES

Deputy Principal Registration Services, Senior Registration Officer, MIS, Marketing department and Administration Registration Clerks are all responsible for the submission of applications by new students. System set-up by MIS official, PQM discussion by DP: Registration Services with Campus Management and communication to students on application dates by Marketing, makes the activity clear and easy to follow by applicants.

3. ACTIVITY MATRIX:

Nr.	Action Step	Responsible Person	Comments	CSF and KPI	Data to capture
1.	Student completes the application	Student Registration/Administration with SSS support	Applications are carried out online offsite from 1-30 September and online onsite for first 2 weeks in September.	<ul style="list-style-type: none"> - ITS system is set up in August month for accepting applications. - Applications are not downloaded , but saved on the cloud 	<ul style="list-style-type: none"> - Name (title, first and last names) - Date of birth, ID nr, if not RSA citizen, study permit and expiry date and type of residence. - Marital status, - Gender, ethnic group, - Home language, preferred communication language, - Province of origin, home residential address, - Person responsible



					<ul style="list-style-type: none"> - for payments, - Highest qualification, - Previous year activity, - Disability/special needs, - Enrolment campus,
2.	College checking documents	Student Registration/Administration	Documents are uploaded on the system. Documents must be SAPS certified and not later than 3 months	Applicants are assisted by personnel to upload documents. College website has uploading video steps for certified documents	<ul style="list-style-type: none"> - ID document, SAPS certified, - Latest results copy certified. - Residential proof of address, - Parent/guardian ID copy certified. - Non-RSA applicants to bring certified SAQA evaluated qualification documents
3.	Verifying application completeness	Student Registration/Administration	Verification is carried out to ensure proper documents are submitted.	Admin Registration Clerks do verification of documents. MIS office extracts the snapshot for completed/non-completed applications	<ul style="list-style-type: none"> - Student verification administered on ITS system
4.	Refer back to student	Student Registration/Administration	Applications are online, auto		<ul style="list-style-type: none"> - Student portal flags outstanding

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			response is sent to student email		g documents in red for urgency.
5.	Acknowledge application	Student Registration/Administration/MIS	Proof of application is sent to student via email also available on student portal		<ul style="list-style-type: none">- Student number assigned with 302 as first digits.- Application status appears on student portal.

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Sub-Process 4: Selection and Admission of New Students:

1. SCOPE

Student selection is done according to the college admission policy complying with the Departmental guidelines. The college admission policy takes into account the number of available study places and the PQM strategy of the college.

2. ROLES AND RESPONSIBILITIES

The College Council is responsible for approval of the admission policy. The campus management undertakes the process of selection and admission where campus selection committee is overall responsible.

3. ACTIVITY MATRIX

Nr	Action Step	Responsibility	Comments	CFs and KPIs	Data to capture
1.	Process and assess application against criteria	Campus Selection Committee	Selection committee schedules a meeting to go through applications and criteria	Meeting process is minuted. Selection committee issued with appointment letters.	- Applications printed from the system with supporting documents for screening
2.	Assess selected applications for final selection	Campus selection committee	Selection is a joint responsibility by the committee selecting per programme	Selection conducted after the closure of applications	- List of selected/rejected students recorded.
3.	Acceptance list	Campus selection committee	Acceptance list is drafted. Communication to students will follow.	Selection per first choice	- Lists drafted per programme for clarity. - Lists filed for easy retrieval
4	Send responses to successful applicants	Student Registration/Administration		Immediately after completion of selection process	- Responses sent via ITS sms system - MIS sends out students offers
5.	Send responses to unsuccessful applicant	Student registration/Administration		Immediately after the selection process is completed.	- Responses sent via ITS sms system. - Lists of unsuccessful candidates

Handwritten signature/initials



					filed for safekeeping.
6.	Applying students accept	Student registration/Administration	Students do not respond on emails sent, hence the college sends out sms		<ul style="list-style-type: none">- Lists of successful applicants kept on file.- Successful applicants are eligible to apply
7.	Preliminary admitted student list drafted	Student registration/Administration	Provisionally accepted status shows on student portal		<ul style="list-style-type: none">- Successful student list kept.- Successful students list used for provisionally accepted- Admitted status changed during registration time.

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Sub-Process 5: Selection and Admission of Returning Students

1. SCOPE

The returning students that wish to be admitted to the next level either with NCV or Report 191 as well as Occupational Programmes must comply with the progression requirements. The process of admission of returning students is followed by the registration process of the students.

2. ROLES AND RESPONSIBILITIES

The Deputy Principal: Registration Services holds the overall responsibility for the process of admitting returning students. The campus management and selection committee at campus level are responsible for the readmission process.

3. ACTIVITY MATRIX

Nr.	Action Step	Responsibility	Comments	CFs and KPIs	Data to capture
1.	Student completes readmission form	Student registration/Administration	Process is covered online via student portal	ICASS marks determine students to be readmitted	Certified ID copy of student
2.	Process and assess readmission requests against criteria	Student registration/Administration	ICASS marks are used, still a gap on attendance and behaviour		List of students available from ITS per programme
3.	Compile list of returning students to be readmitted	Campus selection committee with assistance from MIS office		Students are provisionally accepted awaiting final results	Assessments marks are captured on ITS by lecturers.
4.	Categorise admission list for registration	HOD's and Seniors assisted by Registration Admin Clerks	Progressing to next level is determined by final results		Registration takes place after release of final results. At this stage, it is application submitted awaiting results.
5.	Registration for Supplementary Exams	Exams officials	Students go to the exams office for Supplementary	Final results release indicate students needing to apply for Supplementary exams	ID copy, programme and subject to register
6.	Send information to students	Student registration/Administration	College website, campus notice boards, Facebook,	Proof received immediately after application is submitted	Proof of application received on student portal

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			WhatsApp used for registration information		
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Sub-Process 6: Student Registration

1. SCOPE

The registration process plays a vital role in enabling the TVET Sector to achieve student enrolment targets and to ensure students are directed towards the right programmes and qualifications.

2. ROLES AND RESPONSIBILITIES

The Deputy Principal: Registration Services is accountable for the process. The Campus registration team including Administration Registration Clerks takes responsibility for registering students. SSS department plays a pivotal role in identifying students in need of academic assistance.

3. ACTIVITY MATRIX

Nr.	Action Step	Responsibility	Comments	CFs and KPIs	Data to capture
1.	Capture enrolment data on ITS	Student Registration/Administration	Student status changed from Provisionally Accepted to Admitted	Registration will not be possible if status is not on Admitted.	Programme name and subjects
2.	Print Proof of registration	Student Registration/Administration	Student and college official must sign the proof of registration	Proof of registration shows programme and subjects enrolled	
3.	Textbooks collection	Bookshop/Librarian	Check proof of registration		
4.	Print student cards	Student Registration/Administration	Student card reflects photo, student number, programme & level, year of enrolment	Print student cards on the day of registration.	

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Sub-Process 7: Student Enrolment Management and Verification

1. SCOPE

This is the last sub-process of the enrolment management. Verification process assists with the correct reporting data to the Department. This process helps the institution record the correct student for national exams under the correct programme and subjects.

2. ROLES AND RESPONSIBILITIES

Student registration unit holds the responsibility for final complete and correct registration of the students. Senior Lecturers ensures that lecturers verify students on their class lists. SSS is responsible for the Induction programme. The Deputy Principal: Registration Services is the accounting officer for the process.

3. ACTIVITY MATRIX

Nr.	Action Step	Responsibility	Comments	CFs and KPIs	Data to capture
1.	Induction Sessions	Student Support Services/Campus Management	Induction is done for new and returning students	Programme for the Induction	Student attendance
2.	Class Timetables	Campus Management/Student Registration Admin	Class timetable allows students to know which venue to attend in at what time and by which lecturer.	Class timetables placed on notice boards. Lecturers create WhatsApp groups with students to share the timetable	Class timetables uploaded on the student portal
2.	Commencement of Classes	Campus Management, HOD's, Senior Lecturers, Lecturers	Teaching and Learning begins after registration process		Attendance registers administered.
3.	Verification of enrolment per class & subject	Senior Lecturers, Lecturers	Recording of attendance assists to ensure proper registration per programme and subject		Attendance register per subject. The register must be signed by student and lecturer.
4.	Modification of registration data	HOD's, Senior Lecturers, Student Registration unit, MIS	To cover registration properly and spot check what could be missed out during the registration process to be		Ensure all documents are attached. Proof of registration is signed and filed.

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			corrected immediately.		
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